

CERTAS CONTROL IoT – SMART PROCESSING OF ALARMS

In the final section under “General information”, we list the most important questions and answers. You can also find our Glossary in the footer on our website. Do you have any questions? We will be happy to help you. Contact us at 044 637 37 75. Our staff will be happy to assist you.

*Should you be aware of this.

*CERTAS Portal is our free customer portal. For more information, please visit www.certas.ch/en/downloads
(Brochures: CERTAS Portal Quick start)

Telephone

ORDER

One-off basic services	in CHF, excluding VAT
File creation, configuration, transmission test, drawing up alarm plan, technical infrastructure provision	300.00
Basic monthly services per connection	in CHF, excluding VAT
CERTAS control IoT Budget* 24/7 standby subscription, alarm receipt by Certas (transmission interruption, technical fault, selection of one available alarm signal)	35.00
CERTAS control IoT Home 24/7 standby subscription, alarm receipt by Certas (polling/interruption transmission, technical fault, Selection of up to 4 available alarm signals)	45.00
CERTAS control IoT VIP 24/7 standby subscription, alarm receipt by Certas (polling/interruption transmission, technical fault, Selection of up to 5 available alarm signals)	50.00
CERTAS control IoT Economy 24/7 standby subscription, alarm receipt by Certas (polling/interruption transmission, technical fault, Selection of up to 5 available alarm signals, different procedure for rest or working time)	55.00

*Optional: per instruction adjustment, changes to telephone numbers flat rate per case CHF 60.

Alarm intervention option

Professional security means responding quickly at all times. The intervention specialists at Securitas respond to incident messages from alarm and security systems or to emergency calls. In accordance with predefined procedures, the Securitas staff intervene and investigate every incident. The national network of Securitas intervention centres guarantees a rapid response on site. In addition to nationwide presence, the geographical proximity of the intervention forces and their local knowledge are crucial for handling incidents successfully. This is why we recommend alarm intervention by Securitas. If you are interested, please tick the option and we will be happy to inform Securitas so they can contact you.

Would you like get contacted for alarm intervention by Securitas? Yes No

CONTACT PERSONS/INSTRUCTION (CONTACT ADDRESSES)

An instruction is the procedure drawn up with the customer in the event that a signal is received. The instruction specifies precisely who is informed or summoned, in which sequence, by which means of communication and at which time.

If an alarm is triggered, our alarm centre will contact the following people or organisations in the sequence you have specified. Please inform these contacts that they have been named and ensure that these persons and/or organisations have access to the building and can be reached at all times. If a contact person (contact address) is unavailable, our alarm centre will call the next contact person (contact address). We repeat this process three times. As soon as we have reached a contact person (contact address), we will not call anyone else.

Please complete the fields, according to your choice of subscription. As you will receive the instruction after we have entered it, you still have 15 calendar days to notify us of possible corrections, which means that any misunderstandings during the registration process can be corrected subsequently.

DIFFERENT PROCEDURE FOR REST OR WORKING TIME

With the CERTAS control IoT Economy subscription, you also have the option of being able to record different reporting addresses for attendance and absence times.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Working time	–	–	–	–	–	–	–

Public holiday schedule

National and cantonal public holidays are treated as rest periods.

REGISTRATION OF CONTACT ADDRESSES (SMS/EMAIL)

Note: For the "Technical fault" and "Transmission interruption" alarm signals, many customers enter a mobile phone number for text messages or an email address, which are provided by the installer (after consultation with the installer, they receive the messages). In addition, you can enter your own mobile numbers. Please bear in mind that the affected components cannot transmit any alarm signals during the time between the alarm triggering and the repair.

Designation	Contact address 1	Contact address 2	Contact address 3	Contact address 4
Last name				
First name				
by	Email SMS	Email SMS	Email SMS	Email SMS
Mobile phone number/ Email address				

Entering the alarm sequence:

You can select the sequence and number of the previously specified email addresses or SMS mobile phone numbers (contact addresses) for the desired alarm transmission for each alarm signal here.

Instruction profile for the "Technical fault" alarm signal:

Action	Contact Address Always or Working time	Rest time Not used	Results
1. Alert:	First: 1 2 3 4 None	1 2 3 4 None	• Completed: End • Negatively acknowledged: Action 1
	Second: 1 2 3 4 None	1 2 3 4 None	
	Third: 1 2 3 4 None	1 2 3 4 None	
	Fourth: 1 2 3 4 None	1 2 3 4 None	

Instruction profile for the "Transmission interruption" alarm signal:

Action	Contact Address Always or Working time	Rest time Not used	Results
1. Alert:	First: 1 2 3 4 None	1 2 3 4 None	• Completed: End • Negatively acknowledged: Action 1
	Second: 1 2 3 4 None	1 2 3 4 None	
	Third: 1 2 3 4 None	1 2 3 4 None	
	Fourth: 1 2 3 4 None	1 2 3 4 None	

REGISTRATION OF CONTACT ADDRESSES (PHONE NUMBERS)

You can enter the desired telephone numbers for the people to be alerted here. Two telephone numbers are available for the Budget, four for the Home, six for the VIP and eight for the Economy subscription. If you use more telephone numbers than the selected subscription includes, this means that the next larger one automatically comes into effect.

Designation	Telephone number 1	Telephone number 2	Telephone number 3	Telephone number 4
Last name				
First name				
By	Private Business Mobile	Private Business Mobile	Private Business Mobile	Private Business Mobile
Number				

Designation	Telephone number 5	Telephone number 6	Telephone number 7	Telephone number 8
Last name				
First name				
By	Private Business Mobile	Private Business Mobile	Private Business Mobile	Private Business Mobile
Number				

Entering the alarm sequence:

You can select the sequence and number of the previously specified telephone numbers for the desired alarm transmission for each alarm signal here.

Instruction profile for the "Break-in" alarm signal:

Not used.

Important note: In the cantons of Geneva, Neuchâtel, Vaud, Valais and Ticino, on-site alarm verification is mandatory. The contact addresses must therefore be able to check the alarms, otherwise the police cannot be alerted.

Action	Contact Address	Rest time	Results
	Always or Working time	Not used	
1. Alert:	First: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None	<ul style="list-style-type: none"> • Completed: End • Not reached: Action 2 • Code incorrect/unknown: Action 2
	Second: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None	
	Third: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None	
	Fourth: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None	

2. Alert:	Police						• Completed: Action 3
3. Alert:	Always or Working time			Rest time			• Completed: End • Not reached: Action 3
	First:	1	2	3	1	2	3
		4	5	6	4	5	6
		7	8	None	7	8	None
	Second:	1	2	3	1	2	3
		4	5	6	4	5	6
		7	8	None	7	8	None
	Third:	1	2	3	1	2	3
		4	5	6	4	5	6
		7	8	None	7	8	None
	Fourth:	1	2	3	1	2	3
		4	5	6	4	5	6
		7	8	None	7	8	None

Instruction profile for the "Water" alarm signal:

Not used.

Action	Contact Address	Rest time	Results	
	Always or Working time	Not used		
1. Alert:	First: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None	• Completed: End • Not reached: Action 2 • Code incorrect/unknown: Action 2	
	Second: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None		
	Third: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None		
	Fourth: 1 2 3 4 5 6 7 8 None	1 2 3 4 5 6 7 8 None		
	2. Read: Is the fire brigade required?			• Yes: Action 3 • No: End
	3. Alert: Fire brigade			• Completed: End

Instruction profile for the “Fire” alarm signal:

Not used.

Important note: In the case of the “Fire” alarm signal, the number of telephone numbers to be called is deliberately limited to a maximum of two in order to keep the alert time as short as possible. This way, if the telephone numbers are not reached, not too much time elapses before the fire brigade is alerted in the event of a genuine alarm.

Important note: In the cantons of Geneva and Ticino, on-site alarm verification is mandatory. The contact addresses must therefore be able to check the alarms, otherwise the fire brigade cannot be alerted.

Action	Contact address			Rest time			Results	
	Always or Working time			Not used				
1. Alert:	First:	1	2	3	1	2	3	• Completed: Action 2 • Not reached: Action 4
		4	5	6	4	5	6	
		7	8	None	7	8	None	
	Second:	1	2	3	1	2	3	
		4	5	6	4	5	6	
		7	8	None	7	8	None	
2. Read:	Is the fire brigade required?							• Yes: Action 3 • No: End
3. Alert:	Fire brigade							• Completed: End
4. Alert:	Fire brigade							• Completed: Action 5
5. Alert:	Immer oder Arbeitszeit			Ruhezeit			• Completed: End • Not reached: Action 5	
	First:	1	2	3	1	2		3
		4	5	6	4	5		6
		7	8	None	7	8		None
	Second:	1	2	3	1	2		3
		4	5	6	4	5		6
		7	8	None	7	8	None	
	Third:	1	2	3	1	2	3	
		4	5	6	4	5	6	
		7	8	None	7	8	None	
	Fourth:	1	2	3	1	2	3	
		4	5	6	4	5	6	
		7	8	None	7	8	None	

Instruction profile for the “Emergency call” alarm signal:

Not used.

Important note: We recommend that you indicate at least three contact persons who have access and are in the immediate vicinity. If you are not sure that your contact persons can be reached around the clock, we recommend that you call Securitas on standby. Securitas can be called out around the clock in the event of an emergency.

Important note: In the cantons of Geneva, Neuchâtel, Vaud and Valais, on-site alarm verification is mandatory. In these cantons, the private addresses are therefore alerted first and, following their alarm verification, the police.

Action	Contact address			Rest time			Results	
	Always or Working time			Not used				
1. Alert	First:	1	2	3	1	2	3	• Completed: End • negatively acknowledged: Action 1
		4	5	6	4	5	6	
		7	8	None	7	8	None	
	Second:	1	2	3	1	2	3	
		4	5	6	4	5	6	
		7	8	None	7	8	None	
	Third:	1	2	3	1	2	3	
		4	5	6	4	5	6	
		7	8	None	7	8	None	
	Fourth:	1	2	3	1	2	3	
		4	5	6	4	5	6	
		7	8	None	7	8	None	

INSTRUCTION PROFILE FOR THE “EMERGENCY CALL” ALARM SIGNAL:

Important note: We recommend that you indicate at least three contact persons who have access and are in the immediate vicinity. If you are not sure that your contact persons can be reached around the clock, we recommend that you call Securitas on standby. Securitas can be called out around the clock in the event of an emergency.

Code number with encrypted query	
Code number without encrypted query	
Code word	

Example:

Our alarm centre receives a break-in alarm and then calls the telephone number (contact address) you have provided. You would have given the code number = 20.

Alarm centre

Dear Mr./Ms. XXX, Certas Alarm Centre,
for your identification, please add 15.

Customer

Hello, 5, it's a false alarm.

You have now confirmed to the alarm centre employee that you know the code number 20 and are therefore authorised.

YOUR INSTALLER

Name/company

Postcode/City

Can the installer put the system into test mode and test transmission with the CERTAS Assistant? Yes No

INFORMATION ON CHARGES

All prices are in CHF, excluding VAT. The services are payable within 30 days. Invoicing: every six months in advance.

Payment method:

eBill PDF (TWINT, Mastercard, Visa, Postcard PostFinance) Direct debit (LSV) by post (CHF 3.-)

Email payment method

DESIRED ACTIVATION/START OF CONTRACT

When would you like to connect your system to Certas? Provided the alarm transmission is in operation at this time, speak to your installer about this. Securitas alarm intervention option and its commissioning must be agreed with Securitas.

Preferred date

Please do not hesitate to contact us if you have any further questions or need help completing the form. With regard to "CERTAS control IoT", please contact us at any time by telephone on 044 637 37 75. Our sales team will be happy to help.

REMARKS

I have read and taken note of the current "General contractual terms and conditions", which are available on the website of Certas AG. The notice periods from the current GTC of Certas AG apply.

SIGNATURE

Client

Place/Date

Last name/First name

Signature:

Please send the completed form to: aufschaltservice@certas.ch or by mail to:
Certas AG Schweizerische Alarm- und Einsatzzentrale, Aufschaltservice, Postfach, 8021 Zürich

GENERAL INFORMATION

What is a "transmission interruption" alarm signal (polling 24h)?

This regularly checks the connection from the installation to our alarm centre. The IoT, Smart Home, Smart Building or Smart City System sends a signal every 6 hours (polling). If it fails to do so for more than 24 hours, we receive an alarm signal.

What is a "Technical fault" alarm signal?

If a technical fault occurs in installation components (smoke detector, water sensor, etc.) that are required for alerting purposes, the sends this alarm signal to the Certas alarm centre.

What is a "Break-in" alarm signal?

If one of the intrusion sensors, such as an door & window contact, triggers an alarm, this alarm signal is sent to the Certas alarm centre.

What is a "Panic" alarm signal?

A panic alarm is triggered via a button, and this alarm signal is sent to the Certas alarm centre.

What is a "Fire" alarm signal?

For example, the smoke detector triggers a fire alarm, and this alarm signal is sent to the Certas alarm centre.

What is a "Water" alarm signal?

If, for example, one of the water sensors warns that there is water penetration, this alarm signal is sent to the Certas alarm centre.

What is a "emergency alarm" signal?

Depending on your installation, this can be triggered by a bracelet with an emergency button, for example, if a person falls and presses the emergency button, we receive a personal emergency call.