



### 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 either for CERTAS control Budget or for CERTAS control Home, 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.

### REGISTRATION OF CONTACT ADDRESSES (SMS/EMAIL)

#### Budget and Home

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 Loxone 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 Budget and Home	Contact address 2 Budget and Home	Contact address 3 Budget and Home	Contact address 4 Budget and Home
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:**

**Budget and Home**

Action	Contact address	Results	
1. Alert:	First: Contact address 1 Contact address 3	Contact address 2 Contact address 4	<ul style="list-style-type: none"> <li>• Completed: End</li> <li>• Negatively acknowledged: Action 1</li> </ul>
	Second: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	
	Third: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	
	Fourth: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	

**Instruction profile for the “Transmission interruption” alarm signal:**

**Budget and Home**

Action	Contact address	Results	
1. Alert:	First: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	<ul style="list-style-type: none"> <li>• Completed: End</li> <li>• Negatively acknowledged: Action 1</li> </ul>
	Second: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	
	Third: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	
	Fourth: Contact address 1 Contact address 3 None	Contact address 2 Contact address 4	

**REGISTRATION OF CONTACT ADDRESSES (PHONE NUMBERS)**

You can enter the desired telephone numbers for the people to be alerted here. You have two telephone numbers for the Budget subscription and four for the Home subscription.

Designation	Telephone number 1 Budget and Home	Telephone number 2 Budget and Home	Telephone number 3 Home only	Telephone number 4 Home only
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:**

**Budget and Home**

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.

<b>Action</b>	<b>Contact address</b>	<b>Results</b>
1. Alert:	First:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	<ul style="list-style-type: none"> <li>• Completed: End</li> <li>• Not reached: Action 2</li> <li>• Code incorrect/unknown: Action 2</li> </ul>
	Second: Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Third:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Fourth:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
2. Alert:	Police	<ul style="list-style-type: none"> <li>• Completed: Action 3</li> </ul>
3. Alert:	First:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	<ul style="list-style-type: none"> <li>• Completed: End</li> <li>• Not reached: Action 3</li> </ul>
	Second: Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Third:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Fourth:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	

**Instruction profile for the “Water” alarm signal:**

**Home only**

Not used.

<b>Action</b>	<b>Contact address</b>	<b>Results</b>
1. Alert:	First:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	<ul style="list-style-type: none"> <li>• Completed: Action 2</li> <li>• Not reached: Action 1</li> </ul>
	Second: Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Third:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Fourth:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	

2. Read:	Is the fire brigade required?	<ul style="list-style-type: none"> <li>• Yes: Action 3</li> <li>• No: End</li> </ul>
3. Alert:	Fire brigade	<ul style="list-style-type: none"> <li>• Completed: End</li> </ul>

**Instruction profile for the “Fire” alarm signal:**

**Home only**

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	Results
1. Alert:	First:    Tel. number 1      Tel. number 2 Tel. number 3      Tel. number 4	<ul style="list-style-type: none"> <li>• Completed: Action 2</li> <li>• Not reached: Action 4</li> </ul>
	Second: Tel. number 1      Tel. number 2 Tel. number 3      Tel. number 4 None	
2. Read:	Is the fire brigade required?	<ul style="list-style-type: none"> <li>• Yes: Action 3</li> <li>• No: End</li> </ul>
3. Alert:	Fire brigade	<ul style="list-style-type: none"> <li>• Completed: End</li> </ul>
4. Alert:	Fire brigade	<ul style="list-style-type: none"> <li>• Completed: Action 5</li> </ul>
5. Alert:	First:    Tel. number 1      Tel. number 2 Tel. number 3      Tel. number 4	<ul style="list-style-type: none"> <li>• Completed: End</li> <li>• Not reached: Action 5</li> </ul>
	Second: Tel. number 1      Tel. number 2 Tel. number 3      Tel. number 4 None	
	Third:    Tel. number 1      Tel. number 2 Tel. number 3      Tel. number 4 None	
	Fourth:  Tel. number 1      Tel. number 2 Tel. number 3      Tel. number 4 None	

**Instruction profile for the “Panic” alarm signal:**

**Home only**

Not used.

**Important note:** Make sure that you only specify external persons who are usually not in the building in which the Loxone system is installed.

**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	Results
1. Alert:	Police	• Completed: Action 2
2. Alert:	First:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4	• Completed: End • Not reached: Action 2
	Second: Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Third:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	
	Fourth:    Tel. number 1            Tel. number 2 Tel. number 3            Tel. number 4 None	

### IDENTIFICATION ON THE TELEPHONE WITH CODE

We recommend that you use a code number with an encrypted query so that we can reliably identify you and other authorised persons for your own security.

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 (LOXONE PARTNER)

Name/company

Postcode/City

Can the installer put the Loxone 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 Loxone system to Certas? Provided the alarm transmission is in operation at this time, speak to your Loxone 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 Loxone", 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: [service-d@certas.ch](mailto:service-d@certas.ch) or by mail to:  
Certas AG Schweizerische Alarm- und Einsatzzentrale, Kundenservice, Postfach, 8021 Zürich

## GENERAL INFORMATION

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

This regularly checks the connection from the Loxone Miniserver to our alarm centre. The Loxone Miniserver 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 Loxone installation components (Air smoke detector, Air water sensor, etc.) that are required for alerting purposes, the Loxone Miniserver 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 Air 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 the Loxone app or an Air button, and this alarm signal is sent to the Certas alarm centre.

### **What is a "Fire" alarm signal?**

For example, the Air 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 Air water sensors warns that there is water penetration, this alarm signal is sent to the Certas alarm centre.