



Imagine one product for all EN grades – G2, G3, G4 and Fire – with GradeShift® from CSL DualCom it's a reality. DualCom's unique GradeShift® technology allows one piece of hardware to be used across all grades. Simply order the product for the grade you require. Should this change in the future you are able to move up or down a grade to suit.

The DualCom Elements:

<p>Price Freeze – In the current climate we've put our prices on ice for another year We guarantee no price increases on the DualCom GradeShift® Range until 2013</p>				<p>5 Year Guarantee All DualCom products come with a 5 year guarantee</p>
<p>GSM Call back up – the best things in life are three! The DualCom makes a call via GSM if GPRS is unavailable offering 3 routes of signalling at no extra cost</p>				<p>WorldSIM® Access all areas with DualCom GradeShift® Enjoy all four mobile networks in one single product</p>
<p>GradeShift® Change the system EN Grade remotely between 2, 3 and 4 with a simple telephone call to your ARC</p>				<p>21CN-MODE® Enhanced polling to avoid disruptions caused by NGNs e.g. BT's 21CN</p>
<p>Customer Service – We're Quick on the Draw We pick the phone up in under 30 seconds and our customer facing team is one of the largest in the Industry</p>				<p>Insurance Specified Have the confidence to specify DualCom - approved by all UK insurers</p>
<p>Gemini Callback® – don't call us we'll call you Before sending a line failure we check that the remaining path can send alarms. If so we don't bother your keyholders</p>				<p>Priority Polling™ When we lose a signalling path we increase the rate of polling on the remaining path</p>
				<p>Variable Voltage Input DualCom accepts 9v to 30v DC, ideal for both Security and Fire Applications and operates with a low current consumption (30mA)</p>
				<p>Free PSTN (Telephone) calls for polling</p>

DualCom

GradeShift® Range Specifications



The DualCom GradeShift® Range satisfies the full requirements of the EN Standards providing you with the confidence to specify DualCom across all EN Grades and the peace of mind of full Insurance approval.

Fault Reporting Times	G2	G3s	G4	GFire
Both paths working, PSTN path fails – fault reported in	5 mins	4 mins	3 mins	3 mins
Both paths working, Radio path fails – fault reported in	5–30 mins ¹	4–30 mins ¹	3 mins	3 mins
Only Radio path working and it fails – fault reported in	5 hours	10 mins	3 mins	3 mins
Only PSTN path working and it fails – fault reported in	24 hours	2 hours	3 mins	3 mins
If both paths failed simultaneously – fault reported in	24 hours	1 hour	3 mins	3 mins
Priority Polling™ (Polling frequency) <i>(Note: The number of failed polls is counted before any path fault is reported surpassing EN Standards and limiting false alarms)</i>	1 hour	2 mins	1 min	1 min
EN GRADE	2	3	4	4
ATS VALUE Primary	ATS2	ATS4	ATS5	ATS5
Secondary	ATS1	ATS3	ATS4	ATS4
Environmental Class	III	III	III	III

1: Values shown are the maximum for alarm reporting. 2: The Primary and Secondary paths can be a combination of GPRS/PSTN/IP. 3: Polling frequency will differ dependent upon available path(s), polling is not specified within EN standards. 4: G3s-improved specification launched Sept 09 has been designed to consider the requirements of LPS1277 - the Insurers' benchmark signalling document. 5: Subject to our standard Terms & Conditions. 1Polling frequency can be specified between these parameters at the Installer's request. Values may be optimised to account for site signal strength, aerial location and general installation quality. 6: Class III = Outdoor Sheltered. The above complies to all notification options A, B, C and D. The Environmental Class above does require products to be housed in a steel tamper-proof box.



"Allianz have reviewed recent developments in Intruder Alarm Dual Path signalling & are pleased to confirm that CSL DualCom GPRS G3 with Priority Polling can be specified for medium risks. CSL DualCom GPRS G4 should be specified for higher risks. Both GPRS G3 & G4 operate within CSL's Gemini Managed Network incorporating Gemini Callback."
ANDREW MILLER MANAGER RISK CONTROL – ALLIANZ COMMERCIAL



"Following a review of available systems AXA are pleased to confirm that DualCom GPRS G3 with Priority Polling is acceptable for small/medium risks and DualCom GPRS G4 is acceptable for higher risks. DualCom Plus can also continue to be specified for medium/high risks."
DOUGLAS BARNETT HEAD OF CUSTOMER RISK MANAGEMENT – AXA INSURANCE



"RSA's preferred product from the current CSL signalling range is the GPRS G4. This is considered to be an acceptable alarm signalling system for the vast majority of UK theft risks. CSL's GPRS G3 product will be acceptable for those risks that we class as low to moderate."
DONNA HAMER PORTFOLIO TECHNICAL MANAGER – ROYAL & SUN ALLIANCE

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