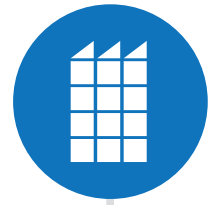


redcare

GSM





Who we are

Redcare is part of BT plc and has been a leader in the fire and security market since 1986. We are the largest supplier of alarm signalling services in the UK, securing hundreds of thousands of homes and businesses with our services.



About Redcare GSM

Redcare GSM is a Grade 4 Alarm Signalling System. Grade 4 offers the highest level of protection you can buy. The BT phone line on which your Redcare GSM operates is monitored constantly and if the line is cut or there is a fault on the line this is signalled to the Alarm Receiving Centre (ARC) within just 40 seconds.

Every 2 minutes Redcare GSM also checks that the alarm on your property is working, adding another level of security to your alarm system.



In the event of an alarm sensor being triggered in your property, it takes just a few seconds for the ARC to be alerted. If this is confirmed by a second zone being triggered, then your ARC can legitimately contact the emergency services and dispatch them to secure your property.

Redcare GSM also benefits from being a 'roaming dual path' system. The main BT telephone line on which Redcare GSM operates is the 'primary path'. Redcare GSM also provides the reassurance of a back up link, a 'secondary path', that uses any of the UK mobile phone networks to communicate with the ARC if, for whatever reason, the primary path fails. You therefore have the additional peace of mind that comes from knowing if intruders enter your property, a signal will quickly be sent to the ARC, and the emergency services alerted.

How Redcare GSM works

Redcare GSM signals with an Alarm Receiving Centre (ARC) in two ways.

The Redcare network

The main or 'primary' path uses your telephone line to communicate with the Redcare network, which consists of a number of 'scanners' located in BT telephone exchanges. Every second, 365 days a year, these scanners check to confirm that your alarm system is working. If it isn't working we report a fault within 40 seconds. The Redcare network is unique to Redcare, no other alarm system uses it. Redcare GSM is also resilient to power loss, and will operate normally for over 12 hours* in the event of a power failure.

Redcare GSM doesn't require a dedicated phone line and will work on your existing BT line. You therefore save the cost of installing and renting an additional line. In addition, it will not cost you any additional call charges when it is communicating with the Redcare network.

* Where the alarm panel has been installed to industry standards

'AXA Insurance acknowledges the technology and ongoing developments undertaken by Redcare. Where remote monitoring is required for fire and intruder alarm installations or sprinkler and plant monitoring, AXA Insurance is confident to accept and/or specify Redcare and Redcare GSM as signalling media.'

Douglas Barnett,
Head of Customer Risk Management
AXA Insurance UK plc

Roaming SIM

The back up or 'secondary' path is provided by roaming GSM which is a digital mobile phone network. Redcare GSM uses any of the UK Mobile Phone networks and always selects the strongest signal available which means that in the event of the existing network being unavailable it will automatically select another network to transmit the alarm. In the unlikely event that the primary BT line fails to communicate with the ARC, the Roaming GSM path takes over and continues the rate of signalling and monitoring to and from your alarm system.

How you benefit

At the end of the day you have a choice to make. There are cheaper systems on the market:

- 'Bells only' systems. These can annoy your neighbours, may be ignored altogether, and most importantly, won't bring the emergency services out to your property.
- Digital communicators. This can be a simple system that just contacts you via a recorded announcement or text message if your alarm is triggered and you have to do the rest yourself. In some cases you may pay an alarm company to receive these messages for you and they may be able to call the emergency services. You may alternatively have a system that is connected to an ARC via a dedicated phone line, which means additional annual line rental costs. Should this line be cut or get damaged it may not be immediately detected.
- Grade 2 and Grade 3 systems. These operate in a similar way to Redcare GSM but to lower signalling standards that only require a communication to be sent to the ARC within 25 hours (Grade 2) or five hours (Grade 3).

But consider this

- Redcare GSM is a Grade 4 Alarm Signalling System which requires ARC notification within three minutes.
- Since its launch in 1999, more Redcare GSMs have been sold than any other dual path system in the UK. This has been further improved in 2014, by adding a Roaming GSM facility. This allows the device to use any of the UK Mobile phone networks and ensure that alarms are always transmitted successfully.
- Redcare GSM is compliant with British and European Standards for Grade 4 Alarm Signalling Systems.
- The Redcare network has 99.997% availability.
- Redcare's proprietary continuous line signalling technology notifies line cuts or faults in 40 seconds.
- Redcare has UK wide regionally based engineering teams able to support your local installer with training and general service support.

'With the introduction of confirmed alarms, we recognise that Redcare GSM currently provides the most reliable form of alarm signalling available, and it would be our first choice for risk protection where remote signalling to an alarm for fire or theft is a requirement.'

Andrew Miller
Lost Control Manager
Allianz Cornhill



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To find out more about how Redcare can protect your home or business:

call us free on **0800 800 628***

email redcare@bt.com or visit us at www.redcare.bt.com

* Calls are free to this number from BT landlines and BT payphones. However, they are not free to call from mobile phones - the costs will vary between service providers.