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How to Avoid False Alarms

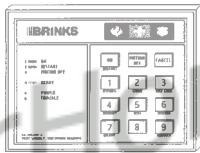
Avoiding false alarms is critical to better monitoring service and preventing false alarm fines from your local municipality. Below are tips to help you receive better alarm response.

- Select the seven day training period on your Emergency Information Schedule.
- Select the “standard” procedure for intrusion alarms on the Emergency Information Schedule.
- Make sure everyone in your house knows how to use the alarm system. They should all know a valid three-digit code and the codeword. Notify Brink’s if you are going to sell or rent your home, so we can assist the new residents.
- Cancel all accidental alarms by entering your three-digit code, then press **CANCEL**. (You can also cancel accidental alarms in reverse order by first pressing **CANCEL** then entering your three-digit code.) See page 10 for more details.
- Test the system each week and promptly notify Brink’s Customer Service of any problems at 1-800-445-0872. Customer Service is available 24 hours a day, seven days a week.
- If you experience any unexplained false alarms, immediately contact Brink’s Customer Service.
- If you are going to fumigate your home or do any other work, which will create a large amount of dust, completely cover all motion detectors and smoke/heat detectors. (Don’t forget to uncover the smoke detectors and motion detectors when you are finished.) Excessive smoke from cooking or the fireplace can also cause a false fire alarm.
- If you know the motion detector is the cause of your false alarms, you may turn the system on with the motion detector off. To do this, follow the steps described on page 11 of this manual. Promptly notify Brink’s Customer Service for further assistance.
- If you get an indoor pet after the alarm system is installed, you should contact Brink’s Customer Service. A service call may need to be scheduled to adjust the motion detector.
- The motion detector can detect movement of balloons, plants, curtains and other decorations. Be sure air currents do not cause movement of these items in the area covered by a motion detector.

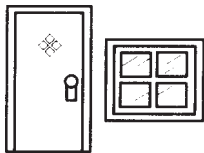
The Brink's Home Security Standard System



1. One Master Control Panel - This device processes information sent to it by all the other components of the system. When an alarm is tripped, the master control panel interprets the signal and sends a message to the Brink's Monitoring Center. This message is sent over telephone lines. This panel also contains a backup battery in case your home loses power. **You should not open the cover to the master control panel unless instructed to do so by a Brink's representative.**



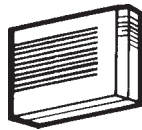
2. One Keypad - This keypad is used to turn the system on and off and to use other system options. It also includes three emergency panic buttons - police, fire, and medical (See note on page 7.), which can be used if emergency assistance is needed. When pressed, the police and fire buttons will cause the siren to sound. When the medical button is pressed, the keypad beeps, but the siren does not sound. In all cases, an alarm signal is sent to the Brink's Monitoring Center. **(Fire buttons are not available in commercial installations.)**



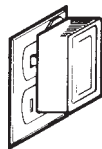
3. Two Door/Window Sensors - These sensors are placed in or on the frame and body of each door or window to be protected. If the protected door or window is opened while the system is on, an alarm will trip, and an alarm signal will be sent to the Brink's Monitoring Center.



4. One Motion Detector - This device is used to detect motion on the inside of your house. If someone enters the area covered by the motion detector while the system is on, an alarm will trip, and an alarm signal will be sent to the Brink's Monitoring Center.



5. One Siren - This device sounds a warning when the alarm system is tripped. The siren is designed to be located inside the house to frighten intruders. It may also sound when using other special features.



6. One Power Transformer - This device connects the alarm system to the electricity in your home. It is plugged into a regular (110VAC) electrical outlet.



7. One RJ-Block & Dialer Cable Connection - This device connects the alarm system to the phone line in your home. The phone line is used to send alarm signals to the Brink's Monitoring Center.



8. One "Protected by Brink's Home Security" yard sign - This high visibility sign warns potential intruders that the premises is protected by a Brink's security system.



9. Window Stickers - You will be provided with several "Protected by Brink's Home Security" window stickers. These stickers also warn potential intruders that the premises is protected by a Brink's security system.

Optional Equipment

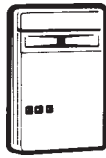
You may purchase additional keypads, door and/or window sensors, motion detectors, and sirens to meet your desired security needs. The following optional equipment is also available:



1. Smoke/Heat Detector - This device is designed to detect smoke and dangerously high heat. [\(Not available in commercial installations\)](#)



2. Heat Sensor - This device detects dangerously high heat. It is designed to be located in attics and garages or near furnaces. [\(Not available in commercial installations.\)](#)



3. Glass Breakage Detector - This device detects the sound of breaking glass. It is designed to protect window areas.



4. Wireless Emergency Button - This hand-held emergency button can be programmed to send either a police emergency signal or a medical emergency signal. When pushed, the button will cause the system to contact the Brink's Monitoring Center, and in the case of police alarms, sound the system's siren.

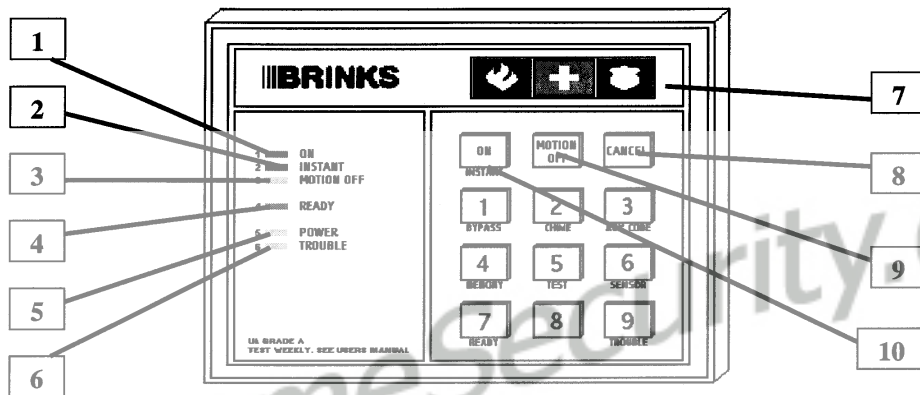
(Batteries must be periodically replaced.)

NOTE: Other optional equipment is available. For information, please call Brink's Customer Service at 1-800-445-0872. Customer Service is available 24 hours a day, 7 days a week.

YourHomeSecurity.org

DESCRIPTION OF THE KEYPAD

DCU-500 Keypad



1. ON Light

2. Instant Light

3. Motion Off Light

4. System Ready Light

5. Power Light

6. Trouble Light

7. Emergency Panic Buttons

 Fire

 Medical

 Police

8. Cancel Alarm Button

9. Motion Detector Off Button

10. ON Button

Operating the Brink's System

NORMAL OPERATION MODE

When the system is turned on, all interior and exterior intrusion sensors are turned on; allowing time to enter and exit designated doors.

Designated Entry/Exit Doors

Designated entry/exit doors should be only those doors you use most frequently to enter and exit your home.

Upon entering a designated entry/exit door, the system will sound a tone from the keypad as a reminder to turn the system OFF. A standard delay period of 40 seconds allows time to enter a valid user code. If you do not turn the system off during this delay period, the siren will sound and an alarm signal will be sent to the Brink's Monitoring Center. If this happens, enter your user code, then press CANCEL to silence the siren and cancel the alarm signal.

When turning the system ON, the system allows a standard delay period of 80 seconds to exit and close a designated door. If you exit and securely close your door within this delay period, the system will not sound the siren or send an alarm signal to the Brink's Monitoring Center. When ON, the system is ready to detect intrusion in all protected areas.

Turning the System ON

1. Before turning the system ON, close all doors and windows and verify that the green ready light is on. (If NOT see page 9.)
2. Press ON.
3. The red ON light located on the upper left side of the keypad will begin to flash, showing the system is ON and the delay period to exit has begun.
4. Exit promptly (If the red ON light becomes steady, the standard 80-second delay period has expired. If you open a door now, the alarm will trip. Turn the system off with your user code and start over.)

NOT READY STATUS

1. If the green ready light is not on and you press **ON**, the pad will sound multiple tones to alert you that the system cannot be turned on.
2. Push and hold the **"7"** key for 3 seconds. The keypad lights will light up except the zone or zones that are not secured. Then secure the identified door, window, or area.

1 = Zone 1 3 = Zone 3 5 = Zone 5
2 = Zone 2 4 = Zone 4 6 = Zone 6

3. Check to see if the green ready light is on. If the green ready light is on, proceed to turn the system on.
4. If the green ready light is still off, press and hold the **"1"** key for 3 seconds.
5. Enter the zone number that showed not ready in step 2 by pressing the corresponding number on the keypad. (This procedure "bypasses" the identified zone.)
6. The green ready light will flash on and off repeatedly while a zone is bypassed. When the system is turned on then off, all bypassed zones are restored automatically.
7. You may proceed to turn the system on with the trouble zone bypassed.

CAUTION: THE ZONE YOU BYPASSED WITH THIS PROCEDURE WILL NOT BE PROTECTED. Please call Brink's Customer Service at 1-800-445-0872 for assistance. Customer Service is available 24 hours a day, 7 days a week.

TURNING THE SYSTEM OFF

1. Enter by one of the designated doors. When you open the door, the system will sound a tone to remind you to turn the system off.
2. Turn the system off by entering your user code. Each key will sound a short beep when pressed.
3. The red ON light will go out when the system is turned OFF. You must enter the proper code within the standard 40 second delay period to prevent sounding an alarm.

TURNING SYSTEM OFF AND CANCELING A SOUNDING ALARM

1. Enter a valid user code immediately followed by **CANCEL** to notify the Brinks Monitoring Center that the signal is a false alarm. (The cancel command can also be done in reverse order by pressing **CANCEL** then a valid user code.)
2. The keypad will sound a one-second beep to confirm that the cancellation was successful. You will NOT receive a call from Brink's.

NOTE: If you want the Brink's Monitoring Center to call you after an alarm has tripped, do not press the **CANCEL** button. Simply turn the system off using a valid user code and wait for the Brink's Monitoring Center to call. **DO NOT CALL BRINK'S.** Calling Brink's may tie up your phone line, resulting in Brink's notifying an emergency agency, which could result in a false alarm fine. Be prepared to give your code word when the Brink's operator calls. (You select the code word at the time of your installation, and it is written on your Emergency Information Schedule.)

TURNING SYSTEM OFF AFTER AN ALARM IN YOUR ABSENCE

1. If an alarm has occurred in your absence the red **ON** light will be flashing.
2. Enter a valid user code to turn the system OFF. The keypad will beep. The zone that sent the alarm will flash for 2 seconds after the code is entered.
3. Refer to "Viewing Alarm Memory" to review alarms.
4. If you do not know what caused the alarm, call Brink's Customer Service at 1-800-445-0872. Customer Service is available 24 hours a day, seven days a week.

WHAT TO DO IN AN ACTUAL EMERGENCY

Do not turn the system off.

1. Do not use the telephone, unless you are calling 911 to report the emergency; you will not be able to use your telephone until the system has finished sending the alarm signal to the Brink's Monitoring Center.
2. When the Brink's monitoring operator calls to verify the alarm, explain the emergency. If you do not answer the phone, Brink's will contact the appropriate emergency agency, unless you have given other instructions.

TURNING SYSTEM ON WITH MOTION DETECTOR OFF

1. To turn the system ON without the MOTION DETECTORS, press **ON**, then **MOTION OFF**.
2. The motion off light will be on and the red ON light will start flashing.

TURNING SYSTEM ON WITH DELAY DOORS INSTANT

1. To turn the system ON and make all the doors INSTANT, press **ON**, then push and hold the **ON** button for 3 seconds.
2. The instant light and the red ON light will be lighted.




CAUTION: This feature should only be used when YOU WILL NOT BE LEAVING YOUR HOME, BECAUSE YOUR DOORS WILL NOT HAVE A DELAY PERIOD. If you open any door, the alarm will trip, and the siren will sound instantly.

TURNING SYSTEM ON WITH MOTION OFF AND DOORS INSTANT

This feature allows you to turn the system on without the motion detector and remove the delay time from designated entry/exit doors.

1. You may combine the above features by pressing **ON**, **MOTION OFF**, then push the **ON** button and hold it for 3 seconds.
2. The INSTANT, MOTION OFF and the red ON lights will be lit, confirming the system is ON.
3. You may now move freely within your home without tripping the alarm.

USING THE KEYPAD'S EMERGENCY BUTTONS:

1. If you are home when a police, medical or fire emergency arises you may press the appropriate button on the keypad. The system does not have to be on to use these features.
2. The fire button is designated by the following symbol , the medical button is designated by , and the police button is designated by . (Certain emergency buttons are not available to commercial customers or in some areas.)
3. If the fire or police buttons are pushed, the system's siren will sound. If the medical button is pushed, the keypad will beep but the siren will not sound.
4. After receiving a signal from the emergency button, the Brink's Home Security operator will call your home to verify the alarm. If you wait for the operator to call, you will have the opportunity to explain your emergency. If you leave or do not answer the return call, or if your phone is busy Brink's will contact the emergency agency designated by the signal you sent. If you have accidentally pressed an emergency button, follow the procedures described in this manual.

911 SERVICE: If your community provides 911 Service and you are able to reach a phone, Brink's recommends that you call the 911 operator before using emergency buttons on the keypad. This normally gives you the fastest access to the emergency agency. After calling 911 you may use the emergency buttons to report to Brink's Home Security.

USING SYSTEM OPTIONS

The system has five options: **BYPASS**, **DOOR CHIME**, **AUXILIARY CODES**, **ALARM MEMORY**, and **TEST**.

You may select any option by pressing and holding for 3 seconds the button that corresponds with the option you want.

1 = Bypass 3 = Auxiliary Code 5 = Test Communications
2 = Door Chime 4 = Memory 6 = Test Sensor

If you select a feature in error, you may cancel the selection by pressing **CANCEL**.

BYPASS

This option allows you to bypass a trouble zone or a specific zone of your choice. When bypassed, the system ignores the specified zone.

1. Press and hold the "1" key for 3 seconds. All the keypad's lights will go off.
2. Enter the zone number. The zone light will go on when you enter the number.
3. The system can then be turned on by pressing **ON**. The **BYPASS** option can also be used with the Door Chime option described below. The green ready light will flash on and off until the system is turned off.

NOTE: The **BYPASS** feature is automatically canceled when the system is turned off with a valid user code.

DOOR CHIME

This feature is used when the system is off to let you know when a protected door or window has been opened. When a door or window is opened, you are alerted by a beep from the keypad.

1. Press and hold the "2" key for 3 seconds.
2. The keypad will beep.
3. Press **CANCEL** to turn off this feature, or it will automatically be canceled when the system is turned on.

ADDING AUXILIARY CODES

This feature allows you to add up to six extra codes to turn the system on and off. You can use auxiliary codes when you want to allow someone access to your home, but you do not want to give them your master code. For example, auxiliary codes can be given to houseguests, housekeepers, housesitters, etc.

1. Press and hold the “3” key for 3 seconds.
2. Enter the user master code.
3. Press 1-6 (You have six “slots” in which to program auxiliary codes.)
4. Select 1 as the user identification for the first auxiliary code you choose. (The next auxiliary code user identification would be 2, and so on, up to a maximum of six auxiliary codes.)
5. Enter any user code of your choice.
6. The keypad will beep to confirm the system accepted the new code. You may test the code by turning the system on and off with the new auxiliary code.

DELETING AUXILIARY CODES

1. Press and hold the “3” key for 3 seconds.
2. Enter the user master code.
3. Enter the user identification number (1-6) for the auxiliary code you wish to delete.
4. **DO NOT ENTER THE AUXILIARY CODE**; instead, press **CANCEL** to delete the code.
5. You will receive a confirmation beep from the keypad.
6. You may verify that the code was deleted by turning the system on and trying to turn it off with the code you deleted. If it was deleted, it will not turn the system off.

VIEWING ALARM MEMORY

1. Press and hold the “4” key for 3 seconds.
2. The zone number of any alarms in memory will light up for 5 seconds then reset.

TESTING THE BRINK'S SYSTEM

TRANSMISSION AND SIREN TEST

NOTICE: Your Protective Service Agreement requires that you test the system each week.

1. Press and hold the "5" key for 3 seconds.
2. A test signal will be sent to the Brink's Monitoring Center.
3. When the test signal is successfully received at the Brink's Monitoring Center, the keypad will beep, and the siren will sound a short blast. (If the test signal is not successfully received at the Brink's Monitoring Center, the trouble light will be on. Call Brink's Customer Service at 1-800-445-0872. Customer Service is available 24 hours a day, seven days a week.)

NOTE: You will not receive a call from the Brink's Monitoring center when you use this feature.

TESTING THE DOOR AND WINDOW SENSORS

You can test the door and window sensors without sending alarm signals to the Brink's Monitoring Center.

1. Close all protected doors and windows.
2. Check the green ready light to see if on. (if you cannot get the READY indication, call Brink's Customer Service.)
3. Press and hold the "2" key for 3 seconds.
4. The keypad will beep.
5. Open and close each protected door and window one at a time. The keypad will give a short tone to indicate that sensor is working. (Make a note of each sensor that does not cause the keypad to give the tone and call Brink's Customer Service.)
6. When all doors and windows have been tested, press **CANCEL** to exit the door chime mode.

NOTE: Door chime is automatically canceled when the system is turned on.

TESTING THE MOTION DETECTOR

You can test the motion detector without sending alarm signals to the Brink's Monitoring Center.

1. Make sure there is no movement in the area protected by motion detector.
2. Press and hold the "6" key for 3 seconds.
3. All zone lights will flash rapidly.
4. Walk through the protected area. If your motion is detected, the siren will give a short blast. (If your motion was not detected, call Brink's Customer Service. A service call may need to be scheduled to adjust the motion detector.)
5. When you are finished testing the motion detector, exit the sensor test mode by pressing **CANCEL**.

NOTE: If the **CANCEL** key is not pressed, the **SENSOR TEST** is automatically canceled in five minutes.

TESTING THE SMOKE DETECTOR (Optional Feature)

The smoke detector can be tested without sending alarm signals to the Brink's Monitoring Center. Call Brink's Customer Service at 1-800-445-0872 for assistance in testing the smoke detector.

CAUTION: Do not attempt to test the smoke detector with canned smoke, heat, or flame. These methods may damage the smoke detector.

Trouble Messages

NO AC POWER INDICATION

1. The power light will flash.
2. The system is currently working on the back up battery because the electrical source to the system has been interrupted.
3. If you have a power outage, the system will work on back up battery for four to six hours. When power is restored, the system will automatically switch back to the electrical source. The battery will recharge within 24 hours.
4. If you have power to your home, check the transformer to verify it is still plugged into the electrical source.
(See page 3 item 6 for description of transformer.)
5. If the transformer is plugged in, check your electrical breaker box to confirm that all the breakers are in the ON position. If you have fuses, check the fuse panel to see if any have blown.
6. If the breakers are all in the ON position, unplug the transformer. (May require removing the retainer screw from the outlet cover.) Plug in a small appliance to determine if the electrical outlet is working properly.
7. If the outlet is not working, call your electrician to repair it. You may power the system from a working outlet by plugging the transformer into an extension cord that is plugged into the working outlet. When the faulty outlet is repaired, plug the transformer back into the outlet.
8. If the outlet is working, call Brink's Customer Service a 1-800-445-0872 for assistance. Customer Service is available 24 hours a day, seven days a week.

LOW BATTERY INDICATION

1. The TROUBLE light will be flashing. Press and hold the "9" key for 3 seconds. The zone 1 light will be on.
2. The keypad will beep every fifteen seconds.
3. Press **CANCEL** to silence the beep for 24 hours.
4. If the power has been off in your home, but is now restored, you do not need to do anything. The battery will recharge within 24 hours.
 - a. If the trouble message appears again after 24 hours, the battery is not recharging properly.
 - b. Call Brink's Customer Service at 1-800-445-0872 for assistance.

TROUBLE ON FIRE ZONE INDICATION

1. If you accidentally trip the smoke/heat detector cancel the alarm by entering a valid user code immediately followed by **CANCEL**.
2. You must clear all smoke, dust, steam etc. from the smoke detector. Failure to do so will cause the alarm to trip again.
3. The system will automatically try to reset when a valid user code is entered. If it fails to reset, the alarm will sound again.

NOTE: This trouble condition only affects the smoke/heat detector.
All other devices will work normally.

COMMUNICATION PROBLEM INDICATION

IMPORTANT NOTICE: Converting your phone to a DSL (Digital Subscriber Line) service or other high speed data line could affect the ability of the Brink's Home Security system to transmit alarm signals. If you have switched to DSL or other high speed line service, you should immediately test the Brink's system's transmission capability by following the directions in this manual. If the transmission is not successful, call Brink's Customer Care at 1-800-445-0872. It may be necessary for Brink's to install a filter provided by your DSL company in connection with Brink's control panel. Note that although installation of the filter will generally allow communication, due to the nature of DSL service the Brink's system will not be able to communicate if your telephone is in use or otherwise off the hook.

1. The TROUBLE light will be on. Press and hold the "9" key for 3 seconds the zone 2 light will be on. This indicates the system was unable to communicate a signal over the telephone line to the Brink's Monitoring Center.
2. The keypad will beep every fifteen seconds.
3. Press **CANCEL** to stop the beeping for 24 hours.
4. Take the following action to determine if the problem is being caused by the alarm system or the telephone Service:
 - a. Check your telephone for dial tone.
 - b. If there is no dial tone:
 - 1) Unplug the dialer cable from the RJ-Block. (See page 5, item 7 for description of dialer cable and RJ-Block.) This disconnects the Brink's alarm system from your telephone line. The RJ-Block is located on the side of the panel or inside of the panel.
 - 2) If there is now a dial tone, call Brink's Customer Service at 1-800-445-0872 for assistance. Customer service is available 24 hours a day seven days a week.
 - 3) If the telephone is still not working properly, the problem is not the alarm system. **PLUG THE DIALER CABLE BACK INTO THE RJ-BLOCK.** Notify your local telephone company for service. **Until the telephone service is restored, no alarm signal can be sent to Brink's Monitoring Center, but the system will still work within your home. It is very important to resolve this problem quickly to ensure your home continues to be monitored.**

Cleaning the Smoke Detector

(Optional Feature)

If you had a smoke/heat detector installed, you will need to clean it every three months. It may also be necessary to clean it after it has been tripped by smoke or dust. To clean the smoke detector, vacuum the smoke detector vents using a crevice attachment without removing the cover. Should this cleaning process trip a smoke/heat detector alarm, perform the following steps:

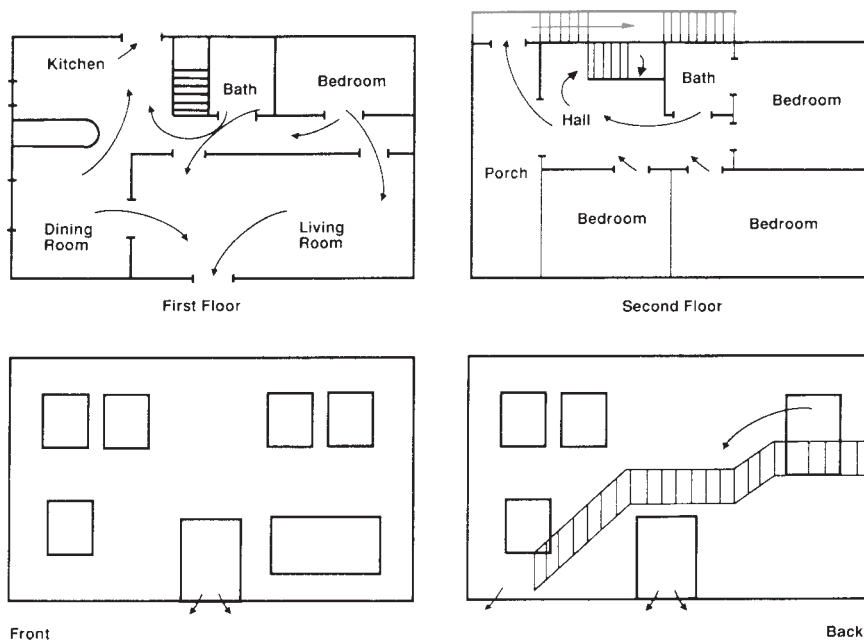
1. The siren will sound. Cancel the alarm by entering a valid user code immediately followed by the **CANCEL** button.
2. The keypad may start beeping and the TROUBLE light will be on. Finish vacuuming the smoke detector.
3. When you have finished vacuuming the smoke detector, check the keypad to see if it is still beeping and the TROUBLE light is on, wait 5 minutes for the system to reset.
4. The beeping can be silenced for 24 hours by pressing the **CANCEL** key.
5. If after 30 minutes the detector fails to reset, the TROUBLE light will be on and the keypad will beep. Call Brink's Customer Service at 1-800-445-0872 for assistance. Customer Service is available 24 hours a day, 7 days a week.

NOTE: Every two years you should contact Brink's Customer Service to schedule service of the smoke detectors. A more thorough cleaning and testing of the smoke/heat detector can be done at this time. (If you have purchased an extended service plan, there is no charge for this service call.)

Emergency Evacuation Plans

An emergency evacuation plan should be established for an actual fire alarm condition. For example, the following steps are recommended by the National Fire Protection Association and can be used as a guide for establishing this plan for homes or commercial buildings.

1. Draw up a floor plan of your premises. Show windows, doors, stairs, and rooftops that can be used for escape. Indicate each room's escape routes. Determine two means of escape from each room. One will be the door leading to the normal exit from the premises. The other may be a window that opens easily. An escape ladder may have to be located near the window if there is a long drop to the ground below.
2. Set a meeting place outdoors for a headcount of all occupants. Practice escape procedures. For increased home safety, sleep with the bedroom door closed. It will increase your escape time. If you suspect fire, test the door. If it feels hot, the hall is already too hot to enter. If you think it is safe, brace your shoulder against the door and open it cautiously. Be ready to slam the door if smoke or heat rush in. Practice escaping to the outdoors and meeting at an assigned spot. Call the fire department from a neighbor's phone.



NOTE: After having the alarm system installed, please contact your local fire and police departments to find out if an alarm permit is required.

Early warning fire detection is best achieved by fire detection equipment installed in all rooms and areas of the household as follows: a smoke detector installed in each separate sleeping area (vicinity of, but outside of the bedrooms), and heat and smoke detectors in living rooms, dining rooms, bedrooms, kitchens, hallways, attics, furnace rooms, closets, utility, and storage rooms, basements, and attached garages. This equipment should be installed in accordance with the National Fire Protection Association's Standard 72.

For additional information write:

National Fire Protection Association
1 Battery March Park
Quincy, Massachusetts 02269

California residents may also write:

California State Fire Marshal
7171 Bowing Drive, Suite 600
Sacramento, California 95823

QUESTIONS AND ANSWERS

1. **Who pays false alarm fines?**
Because the vast majority of false alarms are outside of Brink's control, we require that the customer be responsible for all their false alarm fines.
2. **How can I avoid false alarms?**
Review the instructions on page 1. If you have any further questions, call Brink's Customer Service at 1-800-445-0872. Customer Service is available 24 hours a day, 7 days a week.
3. **If I go on vacation, should I give my master code to my neighbor who takes care of my house?**
It is best not to give out your master code or code word. You can program an auxiliary code for your neighbor to use. See the instructions on page 12. An auxiliary code WORD can be added for their use by calling Brink's Customer Service at 1-800-445-0872. You should give your emergency contacts a telephone number where you can be reached.
4. **How often do I test the system?**
You should test the system weekly. Follow the test sequence outline in the testing section of this manual on page 13. DO NOT try to test the system by intentionally activating an alarm. This may result in the unnecessary dispatching of emergency response personnel to your site and a possible false alarm fine.
5. **Should the smoke/heat detector be cleaned?**
Yes. Follow the instructions on page 17.
6. **If I lose electrical power will the system still be functional?**
Yes. Each system is equipped with a battery, which normally provides back-up power from four to six hours. Once electrical power is restored, the battery will automatically recharge. Like all batteries, the alarm system battery will eventually need to be replaced. When this happens, a service call can be scheduled to replace the battery by calling Brink's Customer Service at 1-800-445-0872. Brink's Customer Service is available 24 hours a day, seven days a week. There will be a charge for this service call unless you purchased an extended service plan.

7. **If there is an alarm, will the system reset?**
Yes. Once an alarm has sounded, provided there are no further violations, the system will reset in approximately five minutes.
NOTE: If a fire alarm is activated the siren will sound continuously until a valid user code is entered.
8. **Who should I list as an emergency contact?**
You should list people who live fairly close to you and usually know where you are and how to contact you. Ideally, at least one of your contacts should have keys to your house and permission to authorize service in your absence.
9. **What should I tell my emergency contacts?**
Be sure to tell them that you have listed them as an emergency contact. Tell them that Brink's may attempt to reach them after notifying an emergency agency. Discuss what action you would like them to take if Brink's calls them. The emergency agency may request that someone with keys meet them at your house. Emergency contacts should not attempt to investigate an intrusion alarm, unless the police request that someone meet them. You should also tell your emergency contacts if they have your permission to authorize service of the system in your absence.
10. **What happens if my phone lines are cut?**
Although a cut is very unlikely, if an intrusion occurs after your phone line is cut, the system's siren can still sound an audible alarm, but our Monitoring Center will not receive a signal. Your Brink's technician or Customer Service representative may be able to recommend ways for you to protect your phone line. Brink's has available a cellular backup device which is designed to send a signal if phone lines are not operable. Please ask a Brink's representative if you are interested in learning more about this device.
11. **Do I pay for service calls to perform repairs?**
Parts and labor during the first 90 days is free of charge. Normal service hours are 8:00 am to 5:00 pm, Monday through Friday. After hours, on weekends or holidays there is a premium rate charge. After the first 90 days, we will charge labor. Parts will be covered if the system is monitored. Brink's Home Security offers an extended service plan, which provides repair of the equipment after the first 90 days at no charge.
12. **Can I set a specific time for a service call?**
Our service center schedules service calls for the morning or afternoon on specific dates. Morning calls are 8:00 am to 12:00 pm and afternoon calls are from 12:00 pm to 5:00 pm.
13. **Can I have additional equipment installed later?**
Yes, additional equipment may be installed. The installation price plus a service call charge to install the equipment will be applied. This service call charge does not apply if the equipment is installed during the initial installation.

14. **Do you keep a record of my master code number, and can it be changed?**
For your protection, we do not retain a record of your master code number. If you need to change your master code, notify Brink's Customer Service at 1-800-445-0872 to schedule the change. Customer Service is available 24 hours a day, 7 days a week. A service charge will apply for this request.
15. **How do I change my emergency contacts?**
You may call Brink's Customer Service at 1-800-445-0872, give your code word and provide the updated information.
16. **How do I change my master code word?**
The new master code word must be provided in writing by the same party who signed the Protective Service Agreement. The code word cannot exceed five characters. The written documentation must identify the account and include the current master code word, the new master code word and your signature. Mail your request to Brink's Home Security, Customer Service Department, 8880 Esters Boulevard, Irving, Texas 75063. If there is an immediate need to change your master code word, call Brink's Customer Service for our fax number.
17. **What happens if I move within the initial term of my contract?**
Another standard system will be installed in your new location at no charge, if your move is to a Brink's Service Area. In addition, the new owner of the home may takeover the system by signing a new agreement and paying our current reprogramming fee. This will release you from the remaining contract obligations. If the new owner does not wish to takeover the system, and you do not choose to install a Brink's system at your new location, the original contract obligation will continue.
18. **Will I own the system?**
If you choose to pay only the connection fee, Brink's will own the protective equipment. You may choose to own the protective equipment by paying an additional purchase charge.
19. **Is the system "U.L. Listed"?**
Yes. Our equipment is U.L. listed for residential use. In addition our Monitoring Center has a U.L. listing for residential burglar alarm systems and fire alarm systems.
20. **Do I need an alarm permit?**
Alarm permit ordinances vary from area to area. Please check your local emergency agencies, or city or county clerk's office to determine if a permit is needed in your area. False alarm fines are generally much higher if you do not have the required permit. It is your responsibility to get the alarm permit, pay the applicable fee, and insure that you inform Brink's of your permit number. **SOME EMERGENCY AGENCIES WILL NOT RESPOND TO OUR CALL WITHOUT THIS PERMIT NUMBER.**

21. **Will I receive a discount on my insurance for having a security system installed?**

Most homeowner's policies offer discounts. Questions should be addressed to your insurance company. For your records, we furnish a Certificate of Installation at the time of your installation.

22. **Do you provide an incentive for referring another customer?**

Brink's offers you one month free monitoring for each new customer you refer that has the Brink's Home Security system installed.

23. **How do I receive credit for referring another customer?**

Please have the person you refer write your name and telephone number in the space provided at the bottom of their contract. Your account will be credited within 60 days of their installation date.

24. **What taxes will I pay on the system?**

Taxes will vary according to the laws of your state, city and county. Most states require collection of a sales tax on equipment you purchase. Some states require collection of a service tax which would apply to the basic equipment connection fee, monthly monitoring charges and charges for repair labor. Unless you choose to purchase the Standard Protective Equipment, Brink's will bill you a fee once per year to reimburse Brink's for property tax assessed to Brink's by your local taxing authority. This tax is generally less than \$15. This is more fully explained in your Protective Service Agreement.

25. **What happens if I add DSL (Digital Subscriber Line) service to my home?**

Converting your phone to a DSL (Digital Subscriber Line) service or other high speed data line could affect the ability of the Brink's Home Security system to transmit alarm signals. If you have switched to DSL or other high speed line service, you should immediately test the Brink's system's transmission capability by following the directions in this manual. If the transmission is not successful, call Brink's Customer Care at 1-800-445-0872. It may be necessary for Brink's to install a filter provided by your DSL company in connection with the Brink's control panel. Note that although installation of the filter will generally allow communication, due to the nature of DSL service the Brink's system will not be able to communicate if your telephone is in use or otherwise off the hook.

IF YOU HAVE OTHER QUESTIONS, PLEASE CALL OUR CUSTOMER
SERVICE DEPARTMENT AT 1-800-445-0872, OR WRITE:

BRINK'S HOME SECURITY
CUSTOMER SERVICE DEPARTMENT
8880 ESTERS BOULEVARD
IRVING, TEXAS 75063

Warranty Information

This manual does not create any additional expressed or implied warranties.

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