CLIENT PROCEDURE FOR TESTING OF ALARM SYSTEM			
Maximum Risk Protection			Doc No: CR-SOP-009 (A)
Compiler:	Member	J J Swarts	Rev (Amdt) No: 1
Approving Officer:	Member	J J Swarts	Effective Date: 8/10/2013

Clients are advised and requested to test their Alarm system for functionality *at least once a month*. This will also indicate whether all signals are received on the alarm monitoring system.

Procedure for Testing of Alarm System:

- Clients must phone the Control Room and give notice of their intention to test the alarm system
- After notification, test signals, eg. Open , Close, Burglary and Panic at random
- Upon completion of the test, phone the control room again and inform the controller that you have completed the test
- Compare signals tested with the signals received in the control room
- Report any irregularities to the Technical Department and obtain a Fault Report reference number

WHY YOU SHOULD NOT TEST YOUR SYSTEM WITHOUT THE KNOWLEDGE OF THE CONTROLLER

Or

TESTING THE SYSTEM BY PRESSING THE PANIC BUTTON

- There could be a real emergency situation elsewhere where somebody's LIFE is in danger – it could even be your family !!
- You increase the risk to the Armed Response Officer
  - Speeding
  - Skipping Robots and STOP streets
  - Being pulled over by Traffic Police
  - Accidents
- Controllers and Response Officers adopt an attitude of "Client testing again" or "Client stuffing us around again" which result in slow reaction times