

THE GUARDHOME CHALLENGE

If you're buying an alarm for your home or business we're sure you want the alarm that's right for you and that's value for money. This sheet provides you with a set of challenging questions that you can use to test whether potential suppliers are as good as they claim to be. At GuardHome we have worked really hard to be the first choice for discerning customers. We welcome the challenge and believe that we will score higher when compared with our competitors. You can see for yourself that these are fair and sensible questions to ask. We trust you will like our answers.

MAJOR AREAS TO CHECK

- Does the supplier have certification recognised by the police and insurance companies?
- Is the alarm system being recommended to you wireless?
- Is the installation quick and does it have no hidden extra charges?
- Is the maintenance and support what you really want and again does it have no hidden extra charges lock-in clauses or automatic price increases?

With GuardHome every answer is yes and for all the following questions too.

Now for more detailed questions on these to enable you to probe what's on offer.

DETAILED CHECKS

Accreditation

- Is the supplier accredited by NSI or SSAIB?

The sales visit

- Were you offered instant response (if it was appropriate)?
- Is the person doing the visit properly trained and willing and able to do a full survey?
- Do they put you under no pressure to pay for a monitoring system? (Some alarm companies make most of their money on expensive monitoring and maintenance contracts)
- Are you given free advice on other security issues?
- Is connection to the mains and telephone included in the quoted price?



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- Are you offered a 3-year warranty?
- Are you given a free demonstration?
- Where you offered or given a detailed design proposal?

Wireless Alarm

- Is a wireless system the type recommended without you having to ask? Old fashioned alarms that need to be wired in are expensive to install, leave mess, often resulting in needless and expensive re-decoration. Be suspicious if you are not offered a wireless alarm or there is an attempt to talk you out of one.
- Is the alarm you are offered pet tolerant?
- Is it easy to re-position and add sensors?
- Is it easy to include external buildings in the system?
- Are you able to have a wide range of sensors according to your needs? (e.g. smoke detectors, CO detectors, vulnerable person protectors, natural gas detectors, motion sensors, contact breakers, glass-break sensors)

Installation

- Has the specification been properly documented and tailored to your specific requirements?
- Do you get 2-part training?
- Did you have the benefit of personalised software i.e. your individual names and setting programmed in (e.g. Your study is called "study")
- Is the installation time quick? (less than ½ a day)
- Are you set up to you operate the system by individual key fobs with their own unique identifiers?

Maintenance and Support

- Are the normal support lines free of premium rate charges?
- Do you get unlimited technical support?
- Are there no call out charges for normal maintenance?
- Do you get full and free battery management (batteries replaced as part of maintenance)?
- Are you offered timed appointments so you don't have to take off a whole day or half day waiting for someone to call?
- Is the support local and easily accessible?
- Is the support award winning?
- Is there a rigorous procedure for quality assurance and 100% customer satisfaction?



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