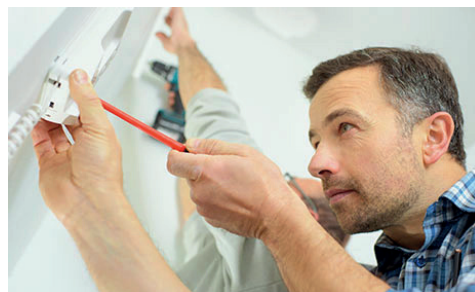
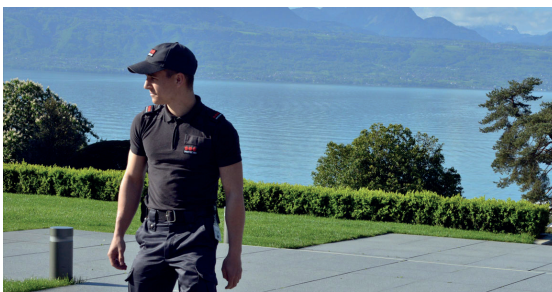
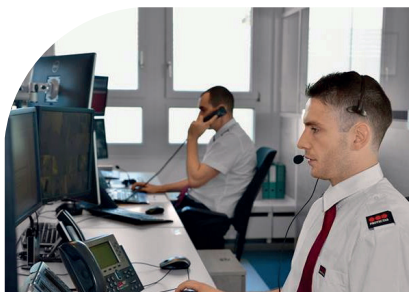


A company of



SAFETY PROCEDURES

MONITORING & SECURITY SERVICES 24/7



SAFEHOME

WHO TO CONTACT IN CASE OF QUESTIONS OR PROBLEMS?

WHO TO CONTACT IN CASE OF :	SAFE HOME	PROTECTAS
Administrative questions	✓	
Invoicing / accounting questions	✓	
Technical questions / problems	✓	
Notification of works that could set off alarms <i>By e-mail at least 1 working day before</i>	✓	✓
Power cuts <i>By e-mail at least 1 working day before</i>	✓	✓
Notification of absence <i>By e-mail at least 1 working day before</i>	✓	✓
Mishandling		✓
Changes to contact persons and password <i>By form that will be sent by e-mail</i>	✓	✓

SAFE HOME SA
0848 848 555

PROTECTAS SA
(FRENCH-SPEAKING SWITZERLAND)
058 123 02 00

ACTIVATION PROCEDURE WITH PROTECTAS

CUSTOMER DATA FORM

Transmission of contact details and passwords of contact persons. Without this document, Protectas will not be able to handle the alarms.

- Number(s) for confirmation calls: please indicate at least 2 persons
- Contact persons in case of problems: persons can be the same as for confirmation calls. However, they must be able to go to the location where the alarm is, and make decisions in the case of problems or break-ins
- Password: a general password can be specified (pt. 7), which will be identical for all the persons listed in the form when Protectas carries out the identification. If you want to assign someone a different password, please indicate this in the box next to their name

NB: If during the call the person indicates a wrong name or password, the switchboard will not take the indications into account, safety instructions will be carried out and an intervention will be initiated.

KEY(S) DEPOSIT FORM

Transmission of key(s) of the Protectas protected location so that the intervening officer can access it for an internal inspection.

- If you do not wish to deposit your keys, please indicate this in writing on the customer data form

MODIFICATION OF CONTACT DETAILS IN CASE OF ALARM AND/OR CHANGE OF ACCESS KEYS

The client must inform the concerned departments of any changes as soon as possible to ensure the smooth running of any intervention.

- Contact Safe Home to obtain the necessary forms, or access these via our website www.safehome.ch/extranet
- In the case of an exchange of key(s), tick the box "Please return the former" to avoid management errors

FALSE ALARMS

Mishandling:

- Contact Protectas and identify yourself to avoid unnecessary intervention
- To stop the alarm, enter the correct code

Technical problem:

- Contact Safe Home to arrange an appointment with a technician for a system check. Don't wait to do this!

WORKS / POWER CUTS

- Contact Safe Home to inform them of the date and duration of the works, and check if the intervention of a technician is necessary
- Contact Protectas to inform them of the date and duration of the works, and if any special instructions must be applied during this period
- Ensure that the control panel is always connected to a power outlet

MOVING

Please contact Safe Home and communicate the date at least one month in advance.

- An offer will be prepared for the dismantling of the system at the old address, the reinstallation and the system setting at the new address, as well as the updating of the file
- Once the offer is returned signed, the technical service will contact you to arrange an appointment
- Safe Home will send you the forms for the changing on the customer data and the keys in order to update the files at the Protectas connection and intervention services

ABSENCES & PROVISIONAL INSTRUCTIONS

Please contact Protectas at a minimum of 1 working day before departure and communicate to them:

- Approximate date and time of departure, approximate date and time of return
- Special instructions that should apply during this period (e.g. different contact person, direct intervention in the event of an alarm, etc.)

TECHNICAL INSPECTION

The technical service receives different information on a daily basis: e.g. low battery faults, low accumulator, no transmission.

- The technical manager will contact you to schedule an appointment to replace the battery/accumulator or to verify transmissions
- After the fault signal appears, the batteries will last for a maximum of 7 days
- Accumulator have a life of only 3 days. After this time, the system will shut down!
- To avoid breakdowns during periods of customer absence, a technical inspection with a complete replacement of the batteries and accumulator is carried out every 1.5 to 3 years, depending on how the system is operated

USE OF THE KEYBOARD

Please refer to the user manual received during installation for any modification, disabling or recording of a user code/badge. If you cannot find it, Safe Home will send you one.

Duress code

This is a code that you can use in case you are forced to disarm your alarm under threat. This code is obtained by adding 1 to the last digit of your normal code.

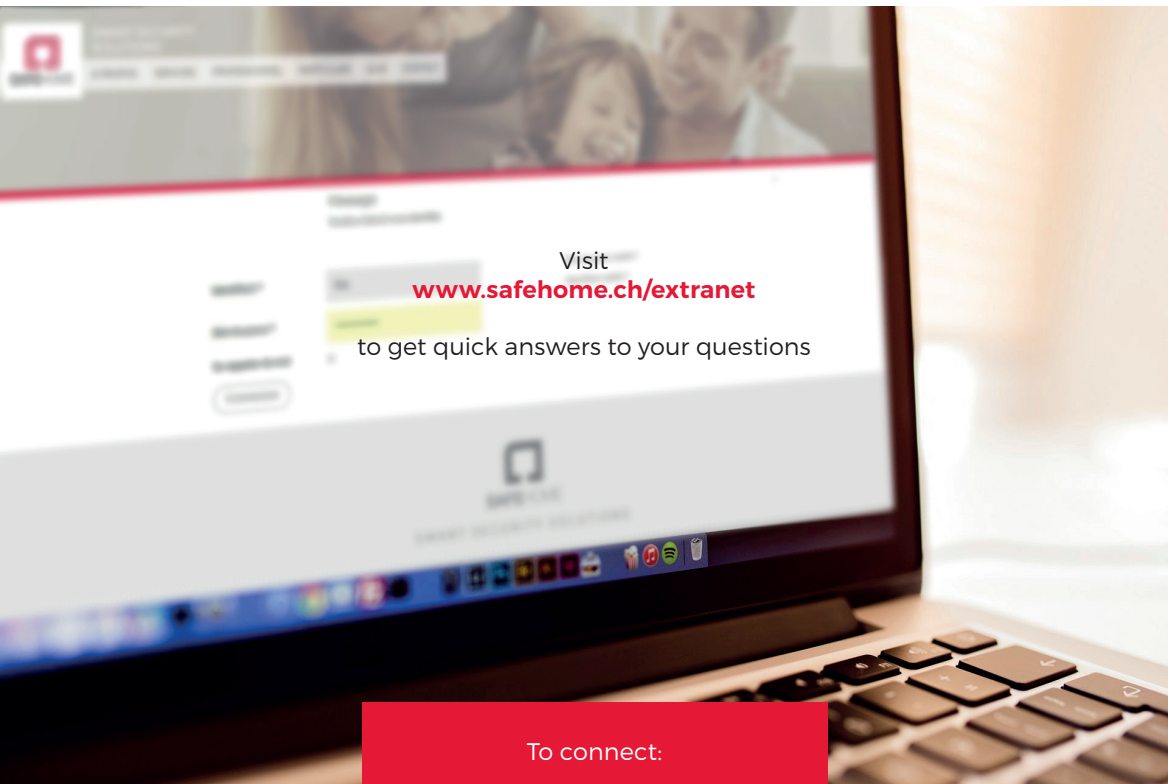
E.g.:

Code 1324 = duress code 1325

Code 6879 = duress code 6870

- For this reason, do not create consecutive codes

ONLINE ASSISTANCE



To connect:

Username: **faq**

Password: **faq1234**

RECOMMEND SAFE HOME!

Recommend Safe Home and receive CHF 100.- for each new contract signed. A random drawing each month may even allow you to double your winnings.

www.safehome.ch/en/contact/recommend-safe-home



NOTES

**SAFEHOME**

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Any questions? Any problems?
Contact us!

INSTALLER

Safe Home SA
Rue de Genève 70
1004 Lausanne

0848 848 555
info@safehome.ch

REMOTE MONITORING CENTER

Protectas SA
(French-speaking Switzerland)

058 123 02 00

REMEMBER, YOU ARE NOT ALONE!

