

Protecting YOU and your HOME

TOWN & COUNTRY
Security Systems Ltd

CELEBRATING
30
YEARS
IN SECURITY



www.tcsecurity.co.uk

Town & Country Security Systems Ltd

Welcome to Town & Country Security Systems Ltd, a family run business celebrating its 30th year in security for the home and business.

Throughout this period we have led the way using the latest technology to improve your security, and as a result have grown to be one of the most experienced and knowledgeable independent alarm companies in the South East of England.

...but we aren't just experts in intruder alarms!

Just a few good reasons to use us...

- ✓ We offer FREE security advice
- ✓ Experienced male and female engineers
- ✓ 24 hour call out engineers
- ✓ Insurance approved (UKAS accredited)
- ✓ Keyholding Response
- ✓ Police monitored alarms
- ✓ New Build specialist team
- ✓ Wire-Free Alarms
- ✓ IP computer and networking
- ✓ Hard Wired Systems
- ✓ CCTV (SMART remote viewing)
- ✓ Door Entry/Access Control
- ✓ Nurse Call Systems
- ✓ NSI approved Alarm Receiving Centre
- ✓ System upgrades
- ✓ External lighting
- ✓ Safes, Locks and Grills
- ✓ Fire protection
- ✓ Fire Extinguisher - supply and service

Our customers Say...

On recommendation, I called T&C and was very pleased with the prompt response to my urgent situation, and level of service from your engineer, Lisa, who was friendly and thorough. I will certainly recommend T&C to friends and neighbours.

Mrs J Adams, Beaconsfield

Please pass on my thanks to your colleagues, I am very pleased with the system installed by your engineer. It was very professionally done, with minimum disruption.

Ian Mance, High Wycombe

We will recommend your company to our friends. We feel much safer now. Thanks for a fine job.

Steve Baker, Tring

Our installation was carried out with little fuss and no mess. I called your office a little later to make some changes which you dealt with immediately. We are delighted. Thankyou for a job very well done!

Mr Saunders, Tring

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▶▶ Intruder Alarms

Studies reveal that you are far less likely to become the victim of a burglary at home if you have a correctly fitted and well maintained burglar alarm.



Wire-free alarms using motion sensors installed around your house to transmit radio detection signals to a control system are now available and proving popular due to the speed and ease of installation.

[more at www.tcsecurity.co.uk](http://www.tcsecurity.co.uk)

▶▶ Fire Alarms

Fire Alarms are the most important alarm system in the home or work place. Your family and your employees safety is your highest priority.



We will provide you with high quality, innovative fire alarm systems detecting unwanted smoke and fire in your home Our fire alarm systems will alert everyone in the building to the danger enabling you to leave as quickly and safely as possible.

[more at www.tcsecurity.co.uk](http://www.tcsecurity.co.uk)

▶▶ Access Control

Access Control is an electronic entry system that does away with normal keys and effectively secures your building and assets.



This system is implemented by issuing tags or fobs to allow control of access.

Depending on the specific requirements of your property, we can install single door access control or multi-network access control.

[more at www.tcsecurity.co.uk](http://www.tcsecurity.co.uk)

▶▶ CCTV Cameras

Whatever your application, whether it be a single home camera monitoring the driveway, or a multi-camera commercial site, we can advise you on the most appropriate solution.



'SMART remote viewing' comes as standard on all our systems, giving you the flexibility to view your CCTV system locally or from any computer or smart phone/tablet device with a 3G/4G or Wi-Fi connection - Please ask for more details.

[more at www.tcsecurity.co.uk](http://www.tcsecurity.co.uk)

▶▶ Alarm Monitoring Systems

Town & Country Security Systems provide 24 hour monitoring for all types of alarm systems through a specialist UKAS accredited Alarm Receiving Centre (ARC). We monitor systems including Intruder, Fire, CCTV, Panic & Medical Assistance.

Level 1 Keyholder Response Only

If your property is regularly unoccupied, in remote area or you would simply like the added security of keyholders being contacted following an alarm activation, we can have your system monitored by our ARC for Level 1 Keyholder Response Only.



Level 2 Fully Monitored System with keyholder and 24 hour Police response

If your alarm system is activated and a confirmed signal is received by our ARC (subject to the system response level), the Police will automatically be notified.



[more at www.tcsecurity.co.uk](http://www.tcsecurity.co.uk)

FAQs

Do I need a maintenance contract?

- It is important to have your intruder alarm system serviced at least once a year.
- Regular servicing of an alarm system ensures the system's reliability and durability.
- Most insurance companies require proof of alarm maintenance carried out by an approved company.
- It makes sense and cost less to have regular alarm servicing than breakdown repairs.

What does alarm maintenance include?

- Check history of alarm system since last maintenance service.
- Visual inspection of all major alarm components for signs of deterioration or damage.
- Check mains power supply.
- Check battery power supply.
- Check and walk test all detectors.
- Check satisfactory operation of manually operated devices.
- Check and test all audible warning devices, sirens and speakers.
- Check and test remote signalling equipment (where appropriate).

- Replace batteries in wireless detectors & door contacts.
- Repair minor faults where necessary.
- Retrain the users on the use of the alarm system (if required).
- Log all test results.
- Return the alarm system to operational status.

How long do the detector batteries last?

On average they should last up to 2 years, Town & Country Security Systems replace all wireless detector batteries every year as part of our maintenance contract (see above) Therefore you should never have to call us out due to a fault with a low battery Some companies charge you extra each year to replace these which can be very expensive – Please be warned.

What happens in the event of a power cut?

When the system is UNSET:

The Power light on the alarm keypad will flash on/off and an audible beep will be heard within the property, this beep can be silenced by entering your 4-digit alarm code. The keypad may also display the message that there is a power cut (depending on the model). Once power has been restored the system will automatically revert back to normal standby mode, recording the incident in the log.

When the system is SET:

The system will remain in a SET condition and the power light will flash on/off.

Once the system is unset by the user a message will be displayed on the keypad advising of a power failure. If the power returns whilst the system is in the SET condition the power light will go back to being permanently lit.

Which monitoring option is right for me?

Town & Country Security Systems use a NACOSS approved monitoring centre called Southern Monitoring Services (SMS).

With level 1 & level 2 systems when the alarm activates a signal is sent to SMS that an activation has occurred, they will then call your registered keyholders to advise of the activation.

On a level 2 (policed) alarm system a further alarm activation from a different sensor within the house will then send a 'confirmed' signal to SMS who then call the police for attendance.

Panic Alarm signals are keyholder only on Level 1 Monitoring & Policed on Level 2 monitoring.

Can I set my alarm system at night?

YES – Our engineer will program your system to enable you to set an area of the house not used at night (usually the ground floor) in order to allow you and your family to move around freely at night time (usually the upstairs areas) this is called the night time setting and is usually programmed on setting/button B.

I have pets, will the system still work?

YES – Provided you have requested this option we can install pet friendly sensors to allow your pets to walk around freely.

Will there be lots of drilling, cables and mess left behind?

Although some drilling is required and cables run, our engineers will always endeavour to hide this where possible, we do not run cables around skirting or door frames unless there is absolutely no alternative and we would advise the customer prior to doing so, our engineers are highly skilled in being able to run cables through walls, under carpets and even under floor boards if necessary, we have even trained them to use a vacuum cleaner, so you should always find your home exactly as you left it – or maybe even a little cleaner!

How long does the outside bell ring for? Do I really need one?

The outside bell is an audible warning device designed to draw attention to the property in the event of a break in, without this a potential intruder would likely spend a little longer inside your property. Town & Country Security always install an external bell box as we feel it is an essential deterrent in preventing burglary.

We program the bell to ring for 15 mins, the system will then re-arm. In very built up areas we reduce the bell ring time to 10 minutes, though this can be discussed with the engineer at the time of installation.