



Alarm Connection Order Form – CSL DualCom AI02 Alarm

Order Date:		
Installation / Maintenance Company (Customer) Name, Contact and telephone number: Electrofire Group Ltd, 26 Kings Hill, Avenue, West Malling, ME19 4AE Contact name : Mr Louis Mayhew Contact Number : 0808 196 3614		
Arc Quote Reference:		
Site Information		
Site Name:		
Site Address:	Type of Site:	
Post Code :	Sleeping Risk:	
What3Words: N/A	Panel Make:	
	Remote Reset:N/A	
CSL Product		
Detail the specific product required including the CSL product code from your price list. Delivery will be made to the Customer address, unless otherwise specified.		
Product Description	Grade	CSL Product Code
DualCom Pro Fire Dual Path – Radio/Radio	EN54	CS.54.RR2
Please detail any ancillaries required:		

Arc Monitoring Limited

Company Number: 03862866 - Registered in England & Wales

Trading Office: 9 Brabazon Office Park, Golf Course Lane, Filton, Bristol, BS34 7PZ

Registered Office: 6 Ambley Green, Gillingham, Kent, United Kingdom, ME8 0NJ

Keyholder Information

Site Telephone Number:			
KHA	Name:	Password:	Availability:
	Tel Number :	Tel Number :	
KHB	Name:	Password:	Availability:
	Tel Number:	Tel Number:	
KHC	Name:	Password :	Availability:
	Tel Number:	Tel Number:	
KHD	Name:	Password:	Availability:
	Tel Number:	Tel Number:	
KHE	Name:	Password:	Availability:
	Tel Number:	Tel Number:	
KHF	Name:	Password:	Availability:
	Tel Number:	Tel Number:	
<p>If additional keyholders or passwords, please list on a separate sheet. If using Arc Key Holding Service, please specify as a key holder and detail response requirements in response plan.</p>			

General Passwords

Site Password:		
Access Only Contact Passwords:		
AOCA	Name:	Password:
AOCB	Name:	Password:
AOCC	Name:	Password:
AOCD	Name:	Password:

Site Activity Report Emails

<p>Please indicate the email recipients for Arc Monitoring’s Daily Site Activity Reports The report will be sent by 08:15, for the previous 24-hour period. 08:00 – 07:59 Reports will be sent by default to the listed contacts for Arc’s Customer. Use this space to record site specific contacts including the end user details.</p>
1.info@electrofiregrouppltd.co.uk
2.info@kenteaf.co.uk
3.
4.

Other Services

Please detail any additional services required by Arc Monitoring so that they can be linked in the commissioning process.

Associated CCTV System

Please detail the CCTV system on site and the Alarm Receiving Centre if not Arc Monitoring:
Please note, we can enhance the service by providing visual verification of any view only CCTV system. Contact sales@arcmon.com for more information.

N/A

Maintenance Visit

Please record the month(s) of the annual / Bi-annual maintenance visit is to be expected: **6 Monthly**

Open / Close Scheduling

Please detail if you require Arc to monitor the open and close times, reporting any deviations from the schedule. We will write to you for more detail. N/A

Additional Information

Please detail any specific monitoring or reporting instructions that are required here.

Please report all faults to : 0800 689 1831 / Email : info@kenteaf.co.uk

Please post unit to 42 Clarence Avenue, Margate, CT93DR

Emergency Services Information

Police Force: N/A

Fire Brigade: **YES**

Intruder URN: N/A

Fire Brigade Area:

Hold Up URN: N/A

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Please note, £2 per URN ECHO charge will be passed on for all forces using ECHO.
If URN information is not known at the time of completion, please forward on police letter.

Signal			
Fast Format: <input type="checkbox"/>		SIA: <input type="checkbox"/>	
Contact ID: <input type="checkbox"/>			
If using fast format; please detail Pin Information below, Arc default information provided. Undisclosed pins will result in customer contact when triggered.			
Pin	Channel Information	Pin	Channel Information
1	Fire	6	General Fault
2	Panic	7	Confirmed
3	Intruder	8	Power Loss
4	Open/Close	9	
5	Zone Bypass	10	

Monitoring Information			
Alarm Category	Default Filtering Applied	Default Arc Response Plan	Detail any amendments to response plan here
Fire Signals	No	1. Site Telephone Number – 30 seconds 2. Brigade 3. Key Holder	
Hold Up / Panic Signals	No	1. Police <i>If no police key holder response only</i>	
Single / Unconfirmed Intruder Signals	120 Seconds	1. Site 2. Key Holder	
Confirmed Intruder	No	1. Police 2. Key Holder / Site	
Single Line Fail (on DualPath system)	No	NOT ESCALATED, LOG ONLY	
All communication paths down	No	1. Site 2. Key Holder	
General Fault	No	1. Site 2. Key Holder	
Tamper	No	1. Site 2. Key Holder	
Power Fail	60 minutes	1. Site 2. Key Holder	
Temperature	No	1. Site 2. Key Holder	
Access Control	No	1. Site 2. Key Holder	
Please provide detail of any other alarm conditions below:			

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Note if alarm type is not listed, assume it will be treated as log only.

Terms and Conditions

Key terms listed below. A full copy of Arc’s Terms and Conditions can be found at www.arcmon.com

<ul style="list-style-type: none"> The Customer shall complete a Connection Order Form for the Services that they require, and shall return the completed Connection Order Form to admin@arcmon.com at least one Working Day prior to the expected Services Start Date. A Connection Order Form which has been agreed by both parties shall form part of the Contract and shall not form a separate contract. Any quotation provided to the Customer by Arc shall not constitute an offer, and is only valid for a period of 30 Working Days from its date of issue. Arc shall supply the Services to the Customer in accordance with the Contract in all material respects. Arc shall use all reasonable endeavours to meet any performance dates specified in the Contract, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services. Arc reserves the right to amend a Connection Order Form and/or Services if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and Arc shall notify the Customer in any such event. Arc warrants to the Customer that the Services will be provided using reasonable care and skill. Where Arc supplies, in connection with the provision of the Services any goods or services supplied by a third party, Arc does not give any warranty, guarantee or other term as to their quality, fitness for purpose or otherwise, but shall, where possible, assign to the Customer the benefit of any warranty, guarantee or indemnity given by the person supplying the goods or services to Arc. The Customer shall: <ul style="list-style-type: none"> ensure that the terms of a Connection Order Form are accurate and completed in accordance with the terms of the Customer Handbook; co-operate with Arc in all matters relating to the Services; provide Arc, its employees, agents, consultants and subcontractors, with access to the Customer’s premises, office accommodation and other facilities as reasonably required by Arc; prepare the Customer’s premises for the supply of Services; comply with any additional obligations set out in the Customer Handbook; obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date on which the Services are to start; provide to Arc, promptly on request, all information, including where applicable End-User information, which Arc requires to perform the Services and shall ensure that all such information which it provides to Arc is true, complete, accurate and adequate; inform Arc in writing and without delay of any changes to any information which Arc requires to perform the Services; at all times and without delay inform Arc in writing of any changes in Authority response levels, URNs and any other monitoring changes required; at all times and without delay inform Arc in writing of any changes in Key Holders’ information, including passwords; provide Arc with notice of at least one Working Day before altering the number of cameras or Inputs or amending the existing System in any such way. Arc reserves the right to amend the Charges to reflect these changes; where the Customer wishes to amend the current System equipment to new or different equipment, the Customer must complete a new Connection Order Form. Arc reserves the right to amend the Charges to reflect these changes. The Customer agrees that neither the Customer, its agents nor the End-User shall add to, modify or re-configure the System without obtaining the prior written consent from Arc which shall not be unreasonably withheld or delayed. The Customer accepts and acknowledges that Arc may subcontract or delegate in any manner any or all of its obligations. 	<ul style="list-style-type: none"> Before Alarm Monitoring Services can begin, the Customer shall: <ul style="list-style-type: none"> complete the Commissioning Process together with Arc; ensure that the System is designed, installed, maintained and operated in accordance with all applicable laws, regulations, codes of practice, industry standards and manufacturer’s recommendations, if any, from time to time and that it is compatible with Arc’s Control Room Equipment and configured to meet Arc’s requirements; test the System together with Arc. This includes but is not limited to testing all inputs that require monitoring by Arc; confirm receipt without undue delay, of all the tested Alarm Events by contacting Arc or by reviewing the Alarm Events using remote portals, namely Arc Engineer Mobile Web Portal or Connect; The Customer acknowledges and admits that the effective operation and condition of the End-User equipment, the Customer equipment and the Communications Links serving the End-User Site and connection to the signalling paths is the absolute liability of the Customer and hereby agrees that Arc shall not incur any liability due to any fault, defect of malfunction thereof. The Alarm Monitoring Services shall commence upon receipt of the first signal received by Arc. Where an Input is not tested, Arc shall have no liability to the Customer or, where applicable, End-User for any loss, damage, costs, expenses or other claims for compensation arising from future Alarm Events from this Input. Where a System is not tested, Arc shall have no liability to the Customer or, where applicable, End-User for any loss, damage, costs, expenses or other claims for compensation arising from future Alarm Events from the System. Where the Commissioning Process is not completed to the satisfaction of Arc, Arc shall have no liability to the Customer or, where applicable, End-User for any loss, damage, costs, expenses or other claims for compensation arising from Alarm Events from the System. Arc shall not be obliged to notify any relevant Authority of any Alarm Events from a System where the Customer has not supplied the URN for the System to Arc or has not notified Arc that the URN has subsequently been withdrawn. Arc shall observe, perform and comply with any directly applicable provision of the EEC or any EC regulation, any Act of Parliament and any regulation, rule or order made pursuant thereto or any regulation or bylaws of any local authority or under and pursuant to any notices served under any such enactment, rule, order, regulation or bylaw. Arc shall use its reasonable endeavours to comply with the relevant requirements of any National Security Inspectorate Codes of Practice for CCTV System monitoring, intruder, fire and panic alarm monitoring, the current NPCC policy, other current Authority policies and any applicable British standards. Arc may use, at its sole discretion and by whatever means, technologies, software or artificial intelligence to support it in providing the Services to the Customer. Arc shall ensure False Activation rates are managed by following their False Activation Management Program. Any individual Input on an End-User Site, transmitting a number of provable False Activations over protracted period of time, at the discretion of Arc, can be considered an Input which has exceeded the required Alarm Event limit and requires management through the False Activation Management Program. During any period of disablement all Alarm Events from the disabled Input shall not be monitored and Arc shall not be liable for any damage or loss to the End-User Site(s) or any property thereon, to the extent that it arises as a result of Arc not monitoring the disabled Input because the Input is within the False Activation Management Program. Responsibility for arming and disarming of a System lies with the End-User. Arc shall have no liability to the Customer or, where applicable, End-User for any loss, damage, costs, expenses or other claims for compensation arising from an End-User Site being disarmed at the time of any such claim.
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Customer Signature:

Print Name:

Date: