

## THE LAS COLINAS ASSOCIATION: ALARM MONITORING TECHNICAL SPECIFICATIONS

**NOTICE:** These specifications are current as of March 25, 2014 and are subject to change by The Las Colinas Association (Association) at anytime without prior notification; all members, tenants and their installers are responsible for obtaining any updated specifications from the Association. These can be obtained at [http://www.lascolinasassn.com/security\\_specifications.aspx](http://www.lascolinasassn.com/security_specifications.aspx), or by calling the Association's office. The Las Colinas Association's Central Station is listed by Underwriters Laboratories (UL) for monitoring, including intrusion and fire systems. Staff strives to have data forms entered the same business day however please allow up to seven (7) days. Please call to check on account status before scheduling work.

### **I. General Requirements:**

- A. All location alarm equipment must be installed by a Texas State licensed alarm company before the Association's Central Station will monitor a site. Selection of a company to install or maintains a member's system is the member's choice, the Association will not recommend any company. The member can call the Association for current phone numbers of licensed companies working in the area however these are not recommendations on behalf of the Association.
- B. Alarm systems must adhere to all local City and State rules, ordinances, regulations, building, electrical, and fire codes as well as any other proper construction procedures.
- C. Any system considered a fire system must be certified by a licensed fire alarm company. The licensed fire alarm company is responsible for seeing that the member's system complies with all applicable NFPA codes and local regulatory standards as interpreted by the local authority having jurisdiction; the Irving Fire Department. The Association will not provide any interpretation regarding regulatory codes. All fire alarm systems must be programmed to send in a self test signal to the monitoring station, as code requires. Should a commercial fire system fail to test for a prolonged period or should the Association have reason to believe communication has ceased between a system and the monitoring station, the Association may notify the Irving Fire Department. **NOTE:** Any fire system test requested for over six (6) hours is placed on a log sheet which is sent to the Irving Fire Department per their request.
- D. Alarm system signals may be transmitted through the following methods: (1) Phone line (POTS) (2) Digital phone service (DSL) (3) Internet IP (with T-Link or similar device compatible to equipment at the station) **NOTE:** T-Link 150's are not allowed. (4) Cellular (GSM) with special set-up through alarm company / third party. **Please note:** The Association cautions members from using a VoIP (Voice over Internet Protocol) method of alarm transmission. VoIP is not, at this time, fully regulated by the Federal Communications Commission (FCC) and has proven to have transmission problems from time to time. **Always advise your phone provider of your monitored alarm system before making adjustments to your service.** Please call the Association's Security Department with any questions regarding signal transmission methods (972) 541-2345.
- E. If the member is using a DSL service on the same phone line used for the alarm system, it is the member's responsibility to contact their alarm maintenance company about obtaining any necessary splitter/filter for that line.
- F. Ten (10) digit dialing is mandatory in Irving. Installed equipment must be compliant.
- G. False Alarms are tracked and if deemed "excessive", the Association may cease monitoring the location. It is the owner's responsibility to keep their system in good working order and to provide the Association with current contact information. A minimum of two (2) contact phone numbers for the member or someone they determine responsible for the location is required.
- H. **The City of Irving requires an alarm permit to be filed by the owner of the alarm system.** This permit is required for response by the Irving Police. The Las Colinas Association has the right, per its By-Laws, not to monitor locations without a valid alarm permit on file with the City. It is the member's responsibility to obtain this valid permit number and to supply it to the Association; contact the City's Permit vendor at 1-855-694-8282 for further information on obtaining a permit or register online at [www.ci.irving.tx.us/police](http://www.ci.irving.tx.us/police).

### **II. Equipment and Signaling:**

- A. Alarm system equipment, at the member's site, must be capable of communication with the Association's receiving equipment consisting of DSC / Sur-Gard System III Receivers. Specific receiver formats, speed, handshake, and account availability must be obtained by calling the Security Department during business hours (8am – 5pm Monday thru Friday) at (972) 541-1312. This should be done by the alarm maintenance or installation company.
- B. Restoral signals are **ONLY** accepted on commercial Fire System installations. Openings and Closing signals are **NOT** accepted for any installation. We will **NOT** track openings and closings nor will we cease response based on a "Cancel" signal transmission.
- C. Timed Test signals from member alarm systems should be sent as follows: **Commercial Systems-** A daily fire timed test signal is required, by the Fire Marshall, on all commercial fire systems. Other commercial systems, i.e. burglar alarm may send timed tests weekly. **Residential Systems-** A weekly or monthly timed test signal may be used for residential systems with fire equipment attached, including keypad fire buttons; a timed test is required. All other residential systems that wish to use this feature should send their timed tests monthly. If a Member wants their alarm system to self-test more frequently than listed, they may contact the Association's Security Services Department to request.
- D. One individual communicator must be used at each multiple or single family dwelling unit. An individual phone line / transmission method is required for each multi-family unit. A fire system for an entire multi-family building is an exception to this only if approved by the Irving Fire Marshall.
- E. As of January 1, 2007, the State of Texas requires all systems installed or replaced to meet the American National Standards Institute (ANSI) and the Security Industry Association (SIA) CPO-1 alarm system standards. Systems meeting these criteria will have a label on them that states "SIA CPO-1" on the label. Per this State Law, the Las Colinas Association will not knowingly monitor any newly installed or replaced alarm system that does not meet these standards.

### **III. Installation Requirements:**

- A. The Association will issue a receiver phone number or applicable IP address and account number only after a properly filled out Association agreement information form is on file for the location to be monitored. A valid City of Irving permit number must be obtained and provided by the member. The Association's information forms can be obtained from the Association's office, its web page ([www.lascolinasassn.com](http://www.lascolinasassn.com)), faxed or emailed upon request.
- B. For new alarm "set-ups": Call the Central Station Dispatch at (972) 541-1312, during normal business hours (Monday – Friday: 8:00 to 5:00) to place a system on test prior to work. **Any alarm installation work after hours must be approved by the Association at least 24 hours in advance.** To place an account on test; installers must provide an assigned Personal Identification Code (PIC) issued to their alarm company or the resident/manager may call and use their selected verbal code (PIC). Alarm companies may be asked to supply their State license number. The Association has the right to delay or stop the connection of any alarm system by a company without a valid Texas State license. If the license number can not be verified immediately, there may be a delay in allowing the connection for Association monitoring.
- C. After testing equipment and sending in signals, installers **MUST** call Dispatch to verify the signals. **WARNING:** Unless the installer calls at the end of testing (for new installations), the system may **NOT** be considered completed and may not be placed on-line.
- D. The installation company **MUST** furnish complete zone information, at or before the time of connection to the Association's Central Station. Failure to provide zone information as required may mean that the location is not placed into service for monitoring until received.