



親愛的 ADT 客戶：

## 防盜系統應用提示

感謝您選用 ADT 防盜監控服務，防盜系統應用提示如下：

如有以下情況發生，請預先通知 **ADT**：

- 收到停電通知。
- 更改已預定的防盜系統開關時間(包括平日、週末或公眾假期)。\*\*只適用於全監控服務客戶
- 更改緊急聯絡人或持匙人(包括聯絡人姓名、地址、電話等資料需更改時)。
- 於監控現場或周邊建築物進行工程、裝修等。
- 更改或不慎泄露核對密碼。
- 更改或維修接駁防盜系統的電話。
- 緊急聯絡人或持匙人離開香港 / 澳門或長時間不在香港 / 澳門。
- 須更改防盜報警程序。

錯誤警報通常是由於操作不當、昆蟲或塵埃等引起，以下提示能幫助您避免警報誤鳴所帶來之不便：

- 確保防盜系統已接上穩定電源，避免用「拖板」來接駁防盜系統，也不應關掉接駁防盜系統的總電掣。
- 由於防盜系統接駁電話線，所以不應隨便取消或更換電話供應商的服務。如用 **GSM\*\***服務，應確保電話卡內有足夠餘額。  
\*\*電話線因蓄意破壞、天氣影響和服務中斷而不能正常運行時，系統將不能傳輸訊號到警報監控中心。ADT 提供的 **GSM** 無線通訊裝置與服務，該裝置在電話線損壞時仍能夠傳輸訊號。詳情請向銷售或致電客戶服務熱線查詢。
- 當系統顯示配件電量不足，應立即更換新電池(適用於無線防盜系統裝置)。
- 在防盜系統啟動前，請關閉或固定所有門窗及空調。在系統開啟後，請在緩衝時間內離開監控區域。
- 在未關閉防盜系統的情況下，請勿進入監控區域及須在延遲時間內撤防。
- 避免在天花板安裝、懸掛會移動廣告牌或裝飾等物品；避免在防區範圍內有寵物活動或蟑螂、老鼠等出現。
- 定期清潔配件，因紅外線感應器會受塵埃而影響敏感度，所以需用乾布清潔感應器表面以及用殺蟲劑噴在感應器旁邊，以免蟑螂、蒼蠅等昆蟲經過感應器。留意不能直接將殺蟲劑噴在紅外線感應器表面上。
- 避免有較大縫隙在監控區域或附近出現，因外部的空氣流入監控區域，通常會引致物件移動而令警報誤鳴。
- 避免放置傳真機在紅外線感應器照射範圍內。

維修服務時間：

星期一至五，早上九時至下午五時

星期六早上九時至下午一時

\*非辦公時間、星期日、公眾假期或任何緊急支援須即日到場，均須收取緊急出動費。

(有參與緊急服務計劃客戶除外)

如有疑問或須協助，歡迎致電 ADT 二十四小時客戶服務熱線(香港) 852-2155 0226 (澳門) 853-0800 770 查詢。



Dear Valued Customers,

**Re:Tips for using Burglar Alarm System**

Thank you for choosing ADT as your security service provider.

**Upon happening of below stated events, please inform our Customer Care Consultants in advance:**

- Received power suspension or maintenance notice.
- Updates or changes on the regular Arm/Disarm schedule (included weekdays, weekends, and public holidays).  
\*\*This event applies to the customers who have joined ADT Full-Monitoring Service.
- Updates with your emergency contact or keyholder's contact information. (included contact person name, mailing or monitoring address, contact phone number)
- Renovation in monitoring site or nearby premises.
- Updates with your verification code.
- Changes or maintenances of the telephone line which connected to our alarm system.
- Planning to be away from your premises or Hong Kong/Macau for a period of time or taking a vacation leave.
- Updates or changes on the alarm dispatch procedures.

**False Alarm occurs by mis-handling, insects, or dust. Below tips can help you to prevent the inconvenience which caused by false alarm:**

- Ensure to stabilize the power which connected to the alarm system, avoid to use power bar to provide power to the system, and do not turn off the power switch in the power control box.
- Since the alarm system is engaging the telephone line as a medium to deliver signals, please avoid canceling telephone line service or changing telephone service provider in order to keep the signals can be delivered at all times. If customer is using GSM services\*\*, please ensure the GSM Card possessing enough value to keep the service running.  
\*\* Phone line can be failed by storms, construction work, accidents, or even deliberately tampering by intruders. The worst case is that the alarm signal cannot be transmitted to the Control Monitoring Station normally. However, ADT provides GSM wireless cellular communication service in a promotional rate. When there is any phone line defect or problem is detected, the GSM cellular transmitter is typically designed to backup and report the events from the alarm panel to the Control Monitoring Station. You can further contact our Sales Rep. or Customer Care Consultant for more information.
- If system is showing the sensor at low battery status, please replace the battery for the sensor as soon as possible. (it applies to the customers who are using wireless devices)
- Before arming the system, ensure all the doors and windows are shut, and air-conditions are off. After arming the system, please leave the monitoring site within the delay time.
- Neither entering into the monitoring site before disarming the system, nor unable to disarm the system within the delay time.
- Avoid installing hanging objects such as ad-board or decorations in the monitoring site, and keep the pets, insects, or rats away from the monitoring site when system is at armed status.
- Clean up the sensors regularly to maintain in the best condition. For example, infrared sensor sensitivity will be affected by dust. Please use a dry cloth to clean up its surface and spray insecticide around the sensor regularly to avoid insects get close to the sensor. Please be careful and do not spray insecticide directly on the sensor surface.
- Avoid joint or broken wall as it will be unable to hold doors or windows in a proper position. Also, wide space of gap on window or door may cause circulation of wind getting into the premises, it might move some light weight objects and trigger false alarm.
- Avoid placing fax machine in the infrared sensor monitoring zone.

**Maintenance Service Hours:**

Mon to Fri, from 9:00am to 5:00pm

Sat, from 9:00am to 1:00pm

\*Non-Office Hours, Sunday, Public Holiday and any emergency call-out requests, which require having immediate field service attendance, additional service fees will be charged.  
(excluding customers who have joined Emergency Call plan)

We hope that you find the contents above are useful and informative. Should you have any enquiry or need assistance, please call 852-2155 0226 (Hong Kong) or 853-0800 770 (Macau). Our friendly Customer Care Consultants are standing by 24hrs a day, 7 days a week for you.