



ADT Always There®

ADT Alarm Monitoring Hong Kong Limited
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24 Hours Customer Service
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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 - Fri : 9:00am – 5:00pm
Sat : 9:00am – 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 0222 (Hong Kong) or 853-0800 770 (Macau). Our friendly Customer Care Consultants are standing by 24hrs a day, 7 days a week for you.

"ADT" 指 ADT Alarm Monitoring Hong Kong Limited

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