

THE PORTUGUESE NATIONAL POLICE, PSP ADVISES

How to select an alarm monitoring company The Portuguese National Police, PSP, through its Head Office in Lisbon are in accordance with the Portuguese Private Security Act, the authority responsible for licensing and inspecting private security alarm companies in Portugal. If you're having difficulty evaluating an alarm company, not knowing if its licenses are legitimate, please visit the PSP website on www.psp.pt, or follow the link https://sigesponline.psp.pt/pages/empresas_alvara/lista.xhtml

By doing this, and clicking the box , you'll access a list of private security alarm monitoring companies operating in Portugal so you can be sure of their authenticity.

In addition the PSP also advises you, when choosing an alarm company to:

- Check if there are there any hidden costs, especially in respect of false alarms.
- Check if the alarm company provides a 24 hour customer support/service number.
- Check if the alarm company has an adequate training program in the use and operation of their alarm system.
- Check if the alarm company has access to a bonded and insured key holder service.
- Check if the alarm has a monitoring service and intervention/response service.

Other important things to look for in a quality alarm system

- An alarm system is only as good as the reliability of its power supply. Optimum dependability is provided by a system that operates on household electric power, with emergency backup power provided by a battery to ensure operation during emergencies. A rechargeable means of automatically reporting battery failure should be included. In addition, a service and maintenance contract that includes automatic battery replacement when needed is highly desirable.
- Some visual or audible signal should be provided to alert you in case of malfunction in the system prior to operation.
- Any components that can turn the system on or off or render it otherwise inoperative or ineffective should be tamper-resistant.
- A quality system should carry a reasonable warranty covering both parts and labor, from both the manufacturer and the installer for a period of two years from the date of installation.
- The alarm system should be capable of being easily upgraded at minimal cost to meet changing needs, e.g. smoke, fire, medical, water, temperature and any change in legal requirements.
- Since any system of this type will require service from time to time, you must be sure that the company you deal with can provide such a service promptly.
- Make sure you understand your system thoroughly. Be aware of what it does and what it does not do. You should be made familiar with all the details of operating the system and receive verbal as well as written instructions covering all circumstances.

PSP also advises that if an alarm has an outdoor siren, it's mandatory to inform local police about it, within five days after its installation.

For any doubts, feel free to contact PSP's *Department for Private Security* at depspriv@psp.pt.

We'll be here to help you in any way we can!

www.psp.pt

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