



## CERTIFICATE SERVICE PROCEDURE

for

### **COMMERCIAL TYPE FULL SERVICE SIGNAL RECEIVING CENTRES COMMERCIAL TYPE SHARED SERVICE SIGNAL RECEIVING CENTRES COMMERCIAL TYPE FULL SERVICE SATELLITE CENTRES COMMERCIAL TYPE SHARED SERVICE SATELLITE CENTRES (CPVXC, 42 U3)**

#### GENERAL:

The signal receiving centre or satellite centre and the burglar alarm system installations covered by this procedure provides commercial burglar alarm signalling service in accordance with the current requirements of Underwriters Laboratories of Canada, the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09, and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14.

The receiving equipment installed in the signal receiving centre or satellite centre is intended to be connected to ULC labelled burglar alarm system's subscribers control units installed at protected premises.

These systems are intended to be used in conjunction with ULC labelled equipment at the protected premises including contacts and intrusion detection units, when these are installed and adjusted in accordance with Standard CAN/ULC-S302-14.

#### SIGNAL RECEIVING CENTRE OPERATION:

##### 1. Staff Complement

A minimum of one trained operator shall be on duty at the signal receiving centre at all times. The operating force shall be in accordance with the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.

##### 2. Operations and Tests

Operations, tests, disposition of signals and reporting shall be in accordance with current requirements of Underwriters Laboratories of Canada and the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.

Following a full service installation, and annually thereafter, systems shall be inspected and tested in accordance with the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.

##### 3. Operating Records

Complete records of systems, operations, maintenance and inspection and tests shall be maintained at the signal receiving centre in a manner suitable for ready reference by the operator. The records shall be in accordance with current requirements of Underwriters Laboratories of Canada and the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.



#### SATELLITE CENTRE OPERATION:

1. Staff Complement

Adequate staff shall be maintained to carry out all service, maintenance and required weekly and monthly testing in accordance the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.

#### INSTRUCTIONS TO ALARM COMPANY:

1. Equipment

All components of certificated burglar alarm systems shall be listed and labelled by Underwriters Laboratories of Canada.

2. Signal Receiving Centre and Satellite Centre Operation

The operation of the signal receiving centre or satellite centre covered by this procedure shall conform in all respects to the current requirements of Underwriters Laboratories of Canada and the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.

3. Certification of Burglar Alarm System Installations

Listed alarm companies may only issue ULC Certificates for burglar alarm systems, which have been installed, and are being monitored, serviced and maintained, in accordance with the current requirements of Underwriters Laboratories of Canada, the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09, and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14, and for which there is an active service contract between the alarm company and the subscriber.

Service and maintenance shall be carried out by employees of the alarm company.

4. Restoration of Services

When restoration of service is required following an alarm or notification by the subscriber of a trouble condition, the alarm company shall arrange for service personnel to arrive at the protected premises within the service response time as specified on the Certificate to undertake repair or temporary restoration of the system. It is the responsibility of the service personnel to advise the signal receiving centre on his arrival at the protected premises to enable the operator to record the time of arrival of the service personnel for auditing purposes.

5. Maintenance

Each full service certificated burglar alarm system shall be maintained, tested and inspected under contract by the alarm company in accordance with the current requirements of Underwriters Laboratories of Canada and the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09, and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14.



## 6. Inspections by ULC Representatives

Inspections and tests at signal receiving centres and satellite centres are conducted by ULC representatives to verify construction, security, the condition, adjustment and operability of electrical equipment, and the adequacy of personnel and records.

Signal receiving centre records are reviewed for representative periods on certificated systems with respect to items such as periodic inspection and tests, maintenance, and disposition of alarm and supervisory signals received.

Inspections and tests of representative installations in the field are made to determine the correctness of installation of protective devices and wiring, quality of workmanship, operability of circuits and maintenance.

## 7. Correction of Items of Non-Conformance

Should the inspection disclose the signal receiving centre, satellite centre or individual installations do not conform to the current requirements of Underwriters Laboratories of Canada, the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09, and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14, the ULC Representative will issue an Inspection Report giving details of the areas of non-conformance and the time period expected for the corrections.

## 8. Cancellation of Certificates

A certificate shall be assumed to be in force for the period issued unless notice of cancellation is sent to Underwriters Laboratories of Canada.

If a certificate is cancelled before its expiration date, the issuing alarm company shall return to Underwriters Laboratories of Canada a cancellation notice giving the name and address of the customer, certificate number and date of discontinuance.

Certificates shall be cancelled whenever the equipment or service becomes ineligible for certification.

## 9. Liability

Underwriters Laboratories of Canada assumes no liability for any loss, which may result from failure of equipment, incorrect certification, or non-conformity with requirements.

## INSTRUCTIONS TO ULC REPRESENTATIVE:

### 1. Operations and Tests

Operations, tests, disposition of signals and reporting shall be in accordance with the current requirements of Underwriters Laboratories of Canada, the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09, the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14, and as described in this Procedure.



The Following Tests and Inspection shall be performed:

- Signal Receiving Centre or Satellite Centre – examined against the Listing Description Document and the Standard for Signal Receiving Centre Burglar Alarm Systems and Operations, CAN/ULC-S301-09.
- Equipment – ULC listing, labelling and installation
- Application – correct device wiring, standby battery capacity.
- Protection – meeting the protection details as specified on the Certificate.
- Transmission And Disposition Of Signals – generate all applicable test signal conditions.