



## CERTIFICATE SERVICE PROCEDURE

for

### **FINANCIAL TYPE INSTALLATION COMPANIES, SHARED AND LOCAL SERVICE (CRYHC, 42 U16)**

#### GENERAL:

The burglar alarm system installations covered by this procedure provide burglar alarm service in accordance with the current requirements of Underwriters Laboratories of Canada and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14.

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.

#### INSTRUCTIONS TO ALARM COMPANY:

1. Equipment

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

2. Certification of Burglar Alarm System Installations

Listed alarm companies may only issue ULC Certificates for systems which have been installed and are being monitored in accordance with the requirements contained in CAN/ULC-S302-14 and CAN/ULC-S301-09, and for which there are active service contracts between the alarm installing company, the signal receiving centre, and the subscriber.

ULC Burglar Alarm Certificates may be issued in conjunction with a ULC listed shared service signal receiving centre for burglar alarm systems, which have been installed, and are being serviced and maintained, in accordance with the current requirements of Underwriters Laboratories of Canada and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14.

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

3. 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 their 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.

4. Maintenance

Each 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 the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14.

5. Field Inspections by ULC Representatives

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.

6. Correction of Items of Non-Conformance

Should the inspection disclose individual installations, which do not conform to the current requirements of Underwriters Laboratories of Canada 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.

7. 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, date of discontinuance and confirmation of signal receiving centre notification.

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

8. 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 and the Standard for the Installation, Inspection and Testing of Intrusion Alarm Systems, CAN/ULC-S302-14.



The Following Tests and Inspection shall be performed:

- 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 applicable test signal conditions.