Security First (UK)

Fault Reporting Times
DualCom GPRS and Redcare GSM

By using the chart below you will see why, when it comes to Dual Path signalling, we do not recommend using a Grade 2 signalling system for properties at risk.

Fault Reporting Times	DualCom GPRS			Redcare GSM
	Grade 2	Grade 3	Grade 4	Grade 4
Both paths working, PSTN path fails – fault reported in:	4 minutes	4 minutes	3 minutes	40 seconds
Both paths working, Radio path fails – fault reported in:	4-30 minutes	4-15 minutes	3 minutes	3 minutes
Only Radio path working and it fails – fault reported in:	5 hours	10 minutes	3 minutes	3 minutes
Only PSTN path working and it fails – fault reported in:	24 hours	1 hour	3 minutes	40 seconds
If both paths fail simultaneously – fault reported in:	24 hours	1 hour	3 minutes	40 seconds* 3 minutes 40 seconds**

* 1st fault reporting   ** 2nd fault reporting

Other General Features

Is a special Block Terminal required to be fitted?	No	No	No	Yes
ADSL filter required if broadband on the line?	Yes	Yes	Yes	No
Is a BT line (or BT derived line) required?	No	No	No	Yes
Order process timeframe (when ordered before 2pm):	Next Day	Next Day	Next Day	5-10 Days

Redcare GSM provides continuous point to point encrypted monitoring of your BT landline between the alarm system and the Redcare monitoring platform. The landline is the primary signalling path, with GSM as the secondary back up path (O2 network). The landline can be used normally for telephone and Broadband services.

DualCom GPRS does not monitor the landline as effectively as Redcare. The primary signalling path is the GPRS (Vodaphone network) with the landline as back up. DualCom GPRS is a more cost effective solution than Redcare GSM. DualCom is now supplied with their WorldSIM™, enabling transmission on either T-mobile, Orange or O2 should the Vodaphone signal drop.

Both Redcare GSM and DualCom GPRS (Grades 3 and 4) are usually equally acceptable to insurers. If your intruder alarm system is a stipulation of your insurance policy you must check with your insurer before choosing which type of signalling.

Details taken from DualCom and Redcare literature. E&OE