

When you consult a CANASA member company, you can be assured that you are receiving the most up-to-date information on the latest security technology and trends. CANASA members have exclusive access to a network of services and current industry information, enabling them to offer smart, cost-effective solutions to suit every security need.



## Why risk your security? Consult a CANASA member today. Visit [canasa.org](http://canasa.org) to find a security professional near you.

Established in 1977, the Canadian Security Association (CANASA) is a national not-for-profit organization dedicated to advancing the electronic security industry in Canada. We promote and protect the best interests of our members and the safety of Canadians through industry education, advocacy, and leadership.



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**Hire a Canadian Security Association Member**



# Find out what you need to know about security systems

## Consult a Canadian Security Association member company

Security professionals play an important role in your home and business protection plan. The Canadian Security Association (CANASA) is the largest security association in Canada, representing more than 1300 professional security companies across the country in all segments of the electronic security industry. Our member companies include installers (alarm, CCTV, and access control), monitoring stations, and consultants.

In consulting a CANASA member, you can be confident that your safety and security needs will be taken care of by a knowledgeable security professional. Each of our members adheres to a code of ethics and will work with you to create a plan that will address your specific requirements. With so many security options available on the market today, CANASA members can help you find a security solution that fits your particular needs and budget.



## How should a security company evaluate my needs?

A company that follows best practices will discuss your individual security needs and perform an on-site inspection and security audit. You should receive an evaluation of your premises that describes the measures you can take to properly secure your home or business.

When comparing security companies, thoroughly review the products to be installed. If there is a discrepancy between companies, ensure that you understand the impact it will have on the overall level of security you are purchasing.

## What is a monitored security system?

Alarm systems can be connected to a monitoring station via a common carrier network, such as a telephone line or cellular network. A monitored

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system will electronically transmit a signal to a monitoring station if there is an incident. The station will then verify the alarm and dispatch the appropriate response authority, if needed. There are many options for monitoring. It is common practice to have an installation company subcontract monitoring services, often outside of your local region. A CANASA security professional can help you find the right option best suited for you.

## What should I ask my security company?

Reputable companies will welcome the opportunity to answer all of your security-related questions and help you make an informed decision that will address your needs.

The following questions can be used as a guideline in your search for a security system:

- Is your company a member of the Canadian Security Association (CANASA)?
- What professional certification does your installer have?
- Can I see proof that your company has all applicable provincial and municipal licences?
- Will you provide a written quotation and a contract once the system is purchased?
- Is there a written warranty on equipment and labour?
- Will the system be monitored and, if so, what is the cost and who will be monitoring it?
- Can I see proof that your company carries Errors and Omissions insurance?
- How long have you been in the security alarm business?
- Will I own my system or be leasing it?
- Can I obtain the master installer's code upon fulfillment of my contract?
- Can anyone service my system?
- Do you adhere to a false dispatch reduction program?