Installation Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Installed By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Panel Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Software Version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Downloaded: \_\_\_\_

System Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Receiver Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Transformer Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Breaker/Fuse Location and Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telco Jack Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Zone | Wire | Device | Location |
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Required Service Functions. Items in Square [ ] brackets are to be done every visit. Round brackets ( ) are to be done on an “As Required” basis.

1 2 3 4 5 6 7 [8] [9] (10) (11)

12 13 14 15 16 17 18 19 [20] 21 22

23 24 25 26 27 28 29 30 31 32 33

34 35 36 37 38 39 40 41 42 43 44

\*\* SEE STANDARD SERVICE CALL PROCEDURES\*\*

STANDARD SERVICE CALL PROCEDURE

The following is a permanent list of routine service functions to be performed during service calls or system up-grade work at client premises. Please note that some functions are to be performed once, some “As Required”, and some are to be done every visit (ALL). Once a function has been placed on this list, it is to remain indefinitely. The function may be tagged as NLR (No Longer Required) but it must remain. \*Add any required service function as per your company’s standards.\*

RSF # FREQ. FUNCTION

001 Once System Inventory- List make model, location, and zone for each device on

the system.

002 Once Alarm Panel – Make, Model software level, record on work order.

003 Once Company Confidential Information – Obliterate panel ID, Download

Access, Installer Codes and Download Callback Number from

documentation in the panel.

004 Once Upload the panel program to the Office Computer.

005 Once Verify and Confirm the telephone number that the CA38A Jack is connected

to. This is not required on receiver lines that include caller ID.

006 Once If there is no CA38A jack, install one, and report location on your work

order, instruct the client.

007 Once Note the location of the CA38A Jack in terms that can direct the client to

the jack if necessary.

008 ALL Record the battery date, measure the charging voltage (battery

disconnected), measure the charging current (battery connected and confirm

current flow towards the battery.)

009 ALL Check appearance of all window/door decals – Replace if necessary.

Remove any competitors’ decals unless they are also providing Service to

the premises.

010 A/R Clean Keypads, Detection Devices, cabinets, etc. Pay particular attention to

devices in the public view.

011 A/R Provide and apply appropriate labels – keypad station telephone number,

system number, etc.

012 Once Surgard DV 1660 – Deprogram “DVACS Line Cut Audible”.

013 Once Update Programming in all Keypad Programmable Panels to standard

format.

014 Once Ensure that restore codes are not transmitted except TLM.

015 Once Activate TLM restore report.

016 Once Add Bell Squawk on Commercial and Industrial Accounts – advise the

Client.

017 Once On panels capable, add exit audible with urgency feature – advise the

Client.

018 Once On panels capable, ensure that “Call-Back” (download) is not enabled.

019 ALL Visual inspection of the entire system – if in need of repair do so if

time available, otherwise generate work order to get the system

cleaned up.

020 Once Turn on Download Capability, 10 Rings, No Call Back, User

Initiate, Answering machine override if necessary.