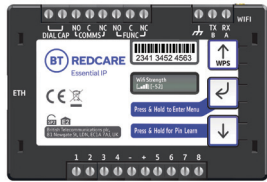


The future **starts** when you install it

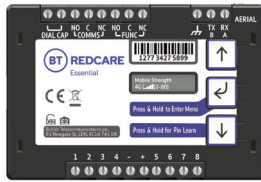
We never compromise. We make sure our innovative Next Generation portfolio uses the latest smart technology and resilient mobile connectivity to keep homes and businesses safe. Now and way into the digital future.

Essential IP



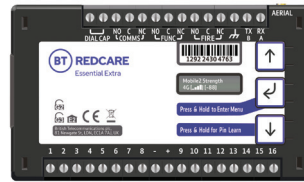
- SP2
- Entry level
- Single-path
- Wired IP or wi-fi
- Digi replacement

Essential



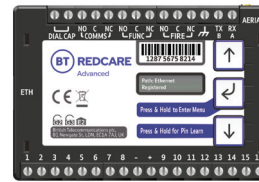
- SP2
- Single-path
- 4G roaming SIM
- Digi replacement

Essential Extra



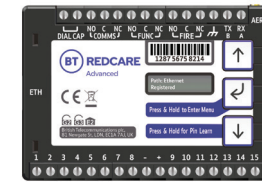
- DP2
- Wireless dual-path
- Two always on 4G SIMs
- Dual aerials

Advanced



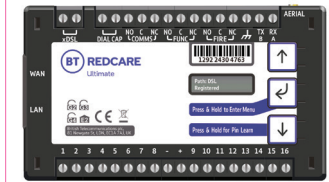
- DP2
- Dual-path IP & 4G
- Dual SIM backup
- Upgradeable

Advanced Extra



- DP3
- Dual-path IP & 4G
- Faster reporting times
- Dual SIM backup

Ultimate¹



- DP4
- Private IP
- Built-in broadband hub
- 4G dual SIM backup

SightCall app (remote video assistance)



BT Redcare app



24/7 Technical Helpdesk availability – call 0800 800 628, option 3

Ten year warranty

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¹ Ultimate is subject to location availability of the line required. Connection is only available using Openreach.

Reporting times

Key:
 BT Redcare
 Standards minimum requirement

Here's how our products stack up against industry standards.

BT Redcare portfolio	Essential/ Essential/ IP			Essential/ Essential/ IP			Essential Extra/ Advanced			Essential Extra/ Advanced			Advanced Extra		Ultimate					
	A	B	C	A	B	C	D	E	F	A	B	B	C	C	D	E	A	B	C	D
Alarm Transmission System (ATS) Standard (EN & PD6669)	Optional	Optional	SP1	SP2	SP2	DP1	SP3	Optional	DP2	SP3	SP3	SP3+	DP2	DP2+	SP4	DP3	SP5	SP5	DP4	SP6
Remotely powered audible warning device	2	Optional	Optional	2	Optional	Optional	Optional	Optional	Optional	2	Optional	Optional	Optional	Optional	Optional	Optional	2	Optional	Optional	Optional
Self powered audible warning device	Optional	1	Optional	Optional	1	Optional	Optional	Optional	Optional	Optional	1	1	Optional	Optional	Optional	Optional	Optional	1	Optional	Optional
Primary Alarm Transmission Path (ATP) reporting time	Optional	Optional	32 days	60 mins 25 hours	60 mins 25 hours	25 hours	30 mins	Optional	30 mins	30 mins	30 mins	10 mins	30 mins	10 mins	3 mins	3 mins	90 secs	90 secs	90 secs	20 secs
Alternate ATP maximum period when primary operational	Optional	Optional	Optional	Optional	Optional	50 hours	Optional	Optional	5 hours 25 hours	Optional	Optional	Optional	5 hours 25 hours	25 hours	Optional	60 mins 25 hours	Optional	Optional	60 mins 5 hours	Optional
Alternate ATP maximum period when primary failed	Optional	Optional	Optional	Optional	Optional	25 hours	Optional	Optional	30 mins	Optional	Optional	Optional	30 mins	10 mins	Optional	3 mins	Optional	Optional	90 secs	Optional
Catastrophic failure	Optional	Optional	32 days	60 mins 25 hours	60 mins 25 hours	25 hours	30 mins	Optional	31 mins	30 mins	30 mins	10 mins	31 mins	11 mins	3 mins	4 mins	90 secs	90 secs	3 mins	20 secs
Previous grading standard (pre-June 2019)	Grade 1			Grade 2			Grade 3			Grade 4										
Current grading standard	Grade 1			Grade 2						Grade 3			Grade 4							

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