BT REDCARE

Alarm signalling is changing

Work with the people leading the change and secure your future
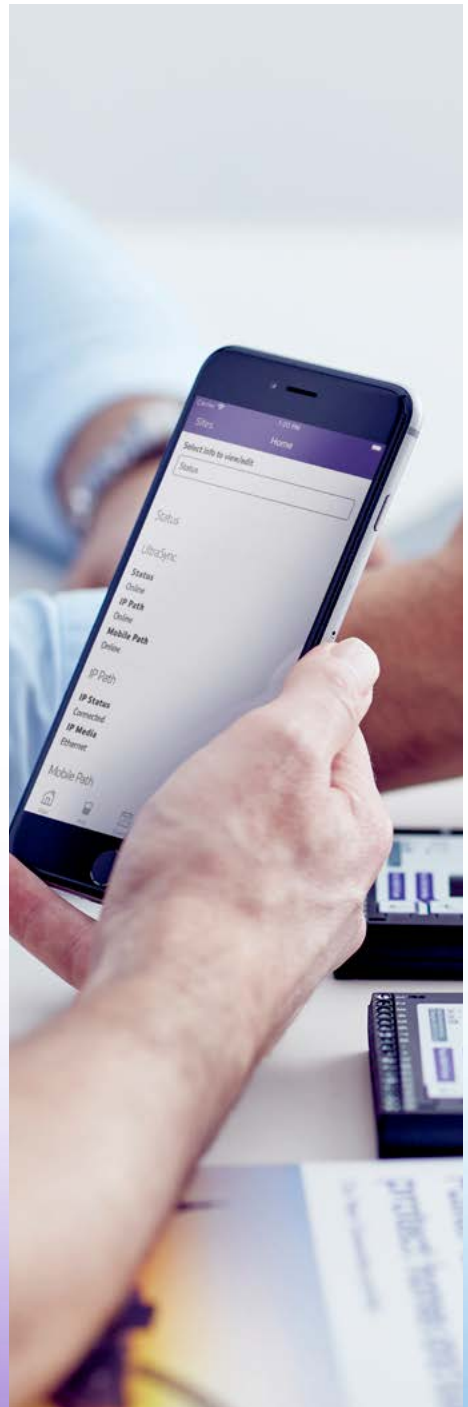
Contents

The future starts when you install it

Get your customers ready. The UK is switching to all-IP by 2025. Prepare and protect homes and businesses with our Next Generation portfolio.

From fast and affordable to best in the business, you can get every customer future-ready with our alarm signalling systems – no matter their budget. They're simple to install too, with a choice of fixed IP and wi-fi connected options. Plus, dual SIM and roaming 4G options for more resilient wireless signalling.

Many of them also come with no upfront costs. And we guarantee to repair or replace any faulty unit for free for 10 years. While your customers also feel the financial benefit of upgrading with no call charges for all-IP alarm signalling and you can benefit from our all-IP upgrade offer of up to 51% off our RRP.

By working with us, you'll unlock new opportunities for your business. Enhanced monitoring that offers more detailed insights. End-to-end encryption to make connections more secure. And new mobile controls for both you and your customer. Because the future starts when you install it.

Get in. Swap out. New

Install the future faster with Classic and GSM Replacement's easy upgrade.

Get ready for what's next. More people are moving to fibre and the future of copper is uncertain. So we're closing down the Classic and GSM network at the end of 2025, in line with the move to all-IP. But we've made it easy to prepare and protect your customers with our Classic and GSM Replacement. This bundle combines the power of our Advanced Extra (see page 9), with two new products: Plug-in Adaptor and Redcare Connect. With it, you can:
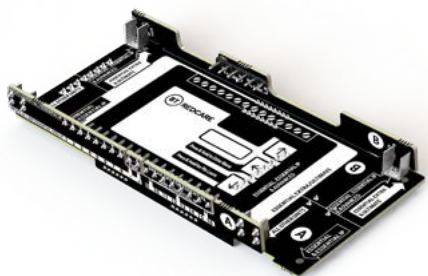
Retrofit

You only need to swap out the Classic or GSM STU, not the whole security panel thanks to our Plug-In Adaptor. The bundle doesn't come with any upfront costs, saving you time and your customer money.

Recover

Upgrade customers to an Advanced Extra true dual-path alarm signalling system with DP3 performance (equivalent to the old grade 4), so they can get twice the protection as well as lower running costs. And we'll even recycle the old STU free of charge.

Revolutionise

There's no need to run an Ethernet cable with the innovative Redcare Connect. It can connect to your customers' network wirelessly over private wi-fi or using the latest IoT technology. Either way, you get a speedier install and secure coverage you can count on. So you can be in and out in no time.

Plug-In Adaptor

Advanced Extra

Connect

Connect Hub

Essential IP

Get a big upgrade. Without a big price tag.
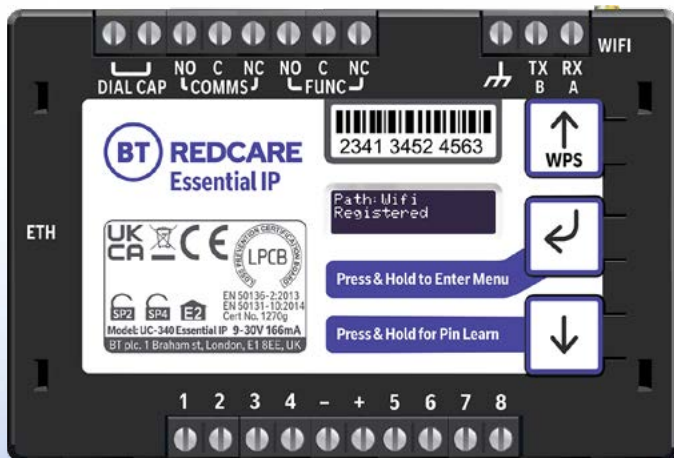
Service Grade: SP2 or SP4

Essential IP makes upgrading old dial-up PSTN systems easy and cost effective, with no upfront cost. It connects to your customers' broadband over Ethernet or wi-fi for a speedy install. It exceeds SP2 or SP4 performance levels (equivalent to the old Grade 2 or Grade 4), so it reports path faults to the ARC, much faster than traditional digi communicators. Making it the perfect set-up for future-proofing low-medium risk premises.

Respond to threats faster

While traditional digi communicators take all day to report path faults, this smart single-path system reports faults within an hour for SP2 or 3 minutes for SP4. Plus, it offers enhanced monitoring and end-to-end encryption with that added confidence of LPCB certification.

No mobile coverage? No problem.

While other alarm signalling systems use 4G, Essential IP uses your customer's broadband. Connecting over Ethernet or wi-fi also makes it hassle-free to fit.

Actual size of unit (67mm x 95mm x 17mm)

Essential

Get simple alarm signalling with a small price tag.

Service Grade: SP2

With Essential, you always get the best connection. This single-path alarm signalling system switches between mobile networks to find the most reliable 4G connection. While putting enhanced and encrypted signals in everyone's price range. Making it the perfect set-up for low-risk premises.
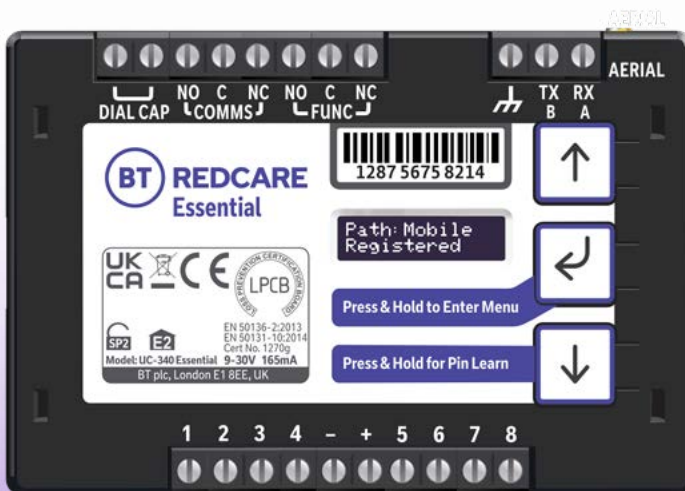
Keep connected

You can be sure your customers are getting the most bars with Essential's roaming SIM. It switches between mobile networks to send signals over 4G or 2G.

Small but mighty

This compact device is packed with powerful features to keep customers safe. Plus, it outstrips SP2 performance standards (equivalent to the old Grade 2), reporting path faults within 60 minutes.

Cuts time but not corners

It's fast to fit because it's wireless. And it starts connecting on power-up. While its OLED display and push-button controls make programming easy, with that added confidence of LPCB certification, BSI Kitemark for IOT devices and Secured by Design of Police Preferred Specification.

Actual size of unit (67mm x 95mm x 17mm)

Essential Extra

Get dual-path alarm signalling without doubling your cost.

Service Grade: DP2

With Essential Extra, you no longer need a fixed connection for more resilient alarm signalling. It uses superfast 4G to send encrypted, enhanced signals in seconds and report path faults within 30 minutes. While a fully-monitored second SIM kicks in if anything goes wrong. So low-to-medium risk premises get added protection.
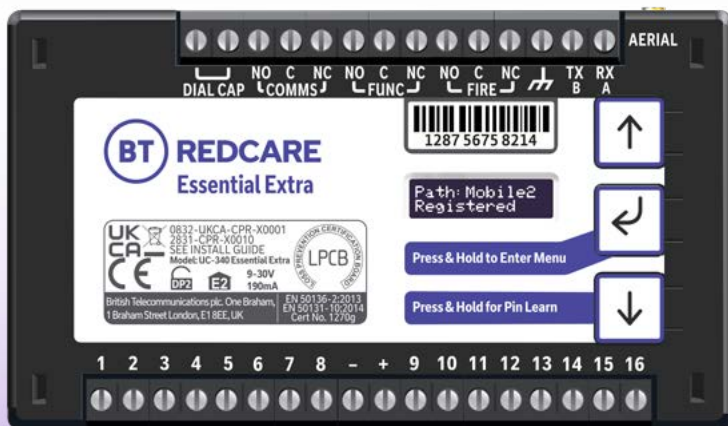
Endless ease

Fitting this dual-path wireless system is painless, so you can get up and running quicker. It's third party certified so only one device is required for your fire and/or security installations with BSI Kitemark for IoT devices and Secured by Design of Police Preferred Specification for that added confidence.

Rev up reporting

Essential Extra cuts the time taken to report path faults and exceeds DP2 performance (better than the old Grade 3).

Double up on protection

One 4G SIM instantly connects to EE. The other switches between networks to make sure the customer gets the most bars.

Actual size of unit (67mm x 114mm x 20mm)

Advanced

True dual-path alarm signalling that you can dial up to match the risk.

Service Grade: DP2

Not every home or business has the same risks. That's why we've made Advanced more flexible. It comes with two diverse signalling paths for twice the reassurance. And you can easily upgrade it to DP3 performance (equivalent to the old Grade 4) for even faster signalling. So it can better protect low-to-medium risk properties, no matter what happens.
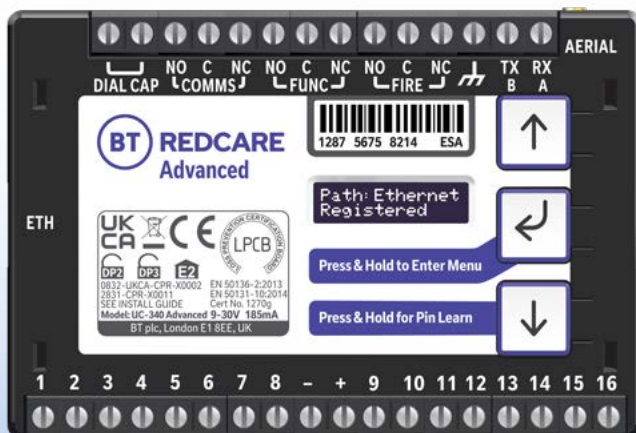
Works over IP

The primary path sends alarm signals over the customer's network or broadband with DP2 performance (better than the old Grade 3), reporting path faults to the ARC within 30 minutes.

Get extra mobile network resilience

If the IP path fails, dual 4G SIMs kick in to help keep your site secure. One instantly connects to the EE network, while the other can roam to make sure customers always get the best mobile signal.

Third party certification

It's third party certified so only one device is required for your fire and/or security installations with BSI Kitemark for IoT devices and Secured by Design of Police Preferred Specification for that added confidence.

Actual size of unit (67mm x 95mm x 17mm)

Advanced Extra

True dual-path. Dual back-up. And a three-minute response time. Always.

Service Grade: DP3

An easy upgrade to our Advanced alarm signalling system, Advanced Extra offers next-level security. It can send enhanced, encrypted signals in seconds over two different technologies for extra protection. If the IP path goes down, a 4G connection kicks in and reports at the same speed. Keeping every medium-to-high risk home and business secure.
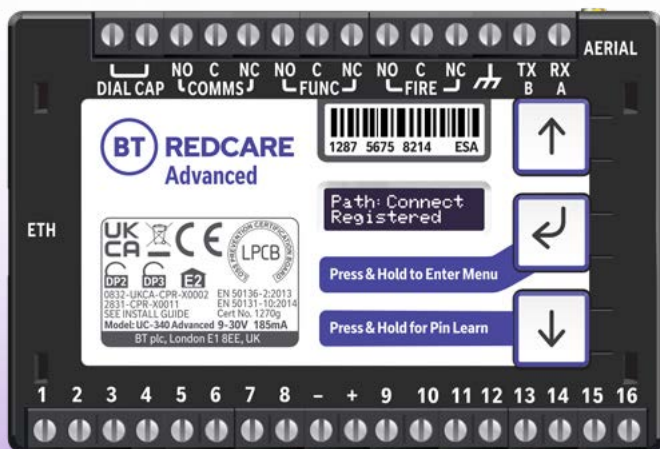
Act fast against threats

You'll get a swift response with DP3 level performance (equivalent to the old Grade 4), sending signals in seconds and reporting path faults within three minutes.

Small and easy to install

Despite having an IP path and two 4G SIMs for added resilience, plus an OLED display and programming buttons, it's still only 95mm wide.

Third party certification

It's third party certified so only one device is required for your fire and/or security installations with BSI Kitemark for IoT devices and Secured by Design of Police Preferred Specification for that added confidence.

Actual size of unit (67mm x 95mm x 17mm)

Ultimate

Our smartest and fastest alarm signalling system yet.[1]

Service Grade: DP4

For the highest level of security, Ultimate can report path faults in just 90 seconds, and offers DP4 level performance (better than the old Grade 4). To make sure it has all the speed your customer needs, its main path uses private broadband to send enhanced, encrypted signals. And it has two 4G SIMs as a wireless back-up, giving customers resilience they can rely on. So it's ideal for protecting medium-to-high risk premises.
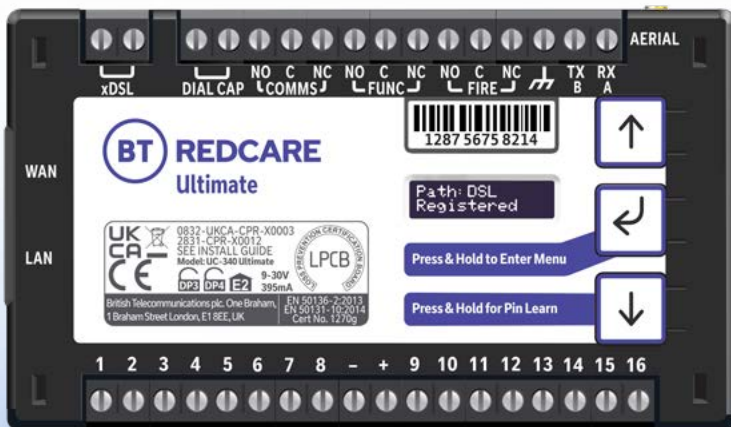
Protect against power cuts

Its compact design means it fits inside the alarm panel, making it much harder for anyone to tamper with or accidentally unplug cables. Which means it keeps working even if the power goes down.

A dedicated connection

A built-in hub sends signals over our private broadband service. The customer doesn't share it with anyone else, so it never slows down. And with its own access line, it's great for sites where using a customer's IT network isn't an option.

Third party certification

It's third party certified so only one device is required for your fire and/or security installations with BSI Kitemark for IoT devices and Secured by Design of Police Preferred Specification for that added confidence.

Actual size of unit (67mm x 114mm x 20mm)

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

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Availability: 24 hours a day, 7 days a week, 365 days a year

Download our apps

BT Redcare

iOS

Android

SightCall

iOS

Android

Signalling the way forward for connected security and monitoring

Be ready to change the way you protect homes and businesses. Our future-ready and third party certified alarm signalling systems are underpinned by our dedicated network and platform with 99.99% availability. So you can provide every level of security with ease. Today and in the digital future.

Five reasons why you should work with us

You can't put a price on security – so we don't

From fast and affordable to best in the business, we can meet every budget with a broad range of alarm signalling systems to choose from. Many of them also come with no upfront costs. And we guarantee to repair or replace any faulty unit for free for 10 years.

You can rely on us in an emergency

To instantly alert the authorities about threats, our alarm signalling systems work over superfast 4G and future-ready IP. Diverse technologies add an extra level of security and resilience for medium-to-high risk sites.

Fit alarm signalling systems faster

All of our products work straight out of the box. Just power them up and they'll start to connect. They're simple to install no matter what technology you use. Push-button programming and easy-to-read OLED displays make configuring easy. While our BT Redcare app also makes remote diagnostics a doddle. Saving you time and effort.

You need a partner you can trust

We've more than 35 years of experience in the fire and security industry. We've developed all of our alarm signalling systems in partnership with ARCs, installers, homeowners and businesses. Our products have been certified by the world-renowned Loss Prevention Certification Board (LPCB), have BSI Kitemark for IoT devices and Secured by Design of Police Preferred Specification*, so you can install our products with confidence. And if you need any help, our support team is available 24/7 to answer your install and maintenance questions. You can even take us on the job with our free SightCall app.

We're ready for what's next

To protect your customers both today and tomorrow, you need cutting-edge kit. We were the first to offer dual SIM alarm signalling for mobile network resilience. And our products work with innovative mobile apps for easy maintenance, provide more detailed reporting with enhanced signalling, while securing connections with end-to-end encryption. With the added benefits of making them from recyclable plastic, with cardboard packaging and reduced power needs. Giving you a head start on installing the future.

*BSI Kitemark and Secured by Design apply to Essential, Essential Extra, Advanced, Advanced Extra and Ultimate.