Faster and smarter ways to protect homes and businesses

Our Next Generation portfolio
Why Redcare?

Using the latest smart technology and resilient mobile connectivity, we’ll help you protect homes and businesses today, tomorrow, and way into the all-digital future.

A name you can trust
We’ve been leading the way in fire and security alarm signalling for over 30 years. Our products protect homes and businesses across the UK.

Backed by BT’s trusted technology
We’re the only provider of fire and alarm signalling services backed by BT’s trusted technology. We built our network especially for alarm signalling. And because we’re always monitoring your customer’s system, we can report alarms and faults. Fast.

The support you need, whenever you need it
It’s not just our products that are reliable. We are too. Our technical helpdesk is available 24/7, 365 days a year. And now with our SightCall app, you can get expert help on-site. Using your smartphone, we can work with you, and see what’s happening. Live.
Say hello to our
Next Generation portfolio

From affordable systems that make alarm signalling accessible for everyone, to powerful products that cover all levels of risk, we’ve got it covered.

Our products at a glance

**Essential**
Affordable, single-path wireless security alarm signalling powered by 4G roaming.

**Essential Extra**
Wireless dual-path signalling with two 4G SIMs, for twice the fire and security protection. Ideal for low and medium risk sites where there’s no broadband.

**Advanced**
Dual-path signalling that combines an IP connection with a 4G dual-SIM mobile path. Ideal for low to medium risk sites with the flexibility to upgrade if needed.

**Advanced Extra**
Provides faster response times and enhanced monitoring. Ideal for medium to high risk sites.

**Ultimate**
Dual-path alarm signalling with private IP (using a built-in hub) and 4G back-up path for uncompromising resilience. With primary path fault reporting to the Alarm Receiving Centre in just 90 seconds.

What makes them so great

**We’re smart**
Our latest systems aren’t just ready to protect your customers today. They’re fit for the big technology changes coming up. Like when BT turns off the old PSTN phone network in 2025.

Get end-to-end encryption and remote diagnostics and maintenance across the range. And we protect against more than just fire and security risks. Our products can also handle gas leaks, floods, and other scenarios.

**We’re fast**
From straightforward single-path or dual-path wireless signalling, to a dual-path private IP system with two 4G SIMs, we never compromise on your connection. And if something goes wrong with your system, resilient fault reporting means you’ll know about it. Fast.

**We’re green**
All our products come in moulded cardboard packaging. Any plastic we use in our products is recyclable. And our systems use less power than ever before, which is good news for the environment – and your customers’ utility bills.

**We’re listening**
We know you need powerful, robust, responsive systems that cover all levels of risk. Our new units are compact, have high-level encryption to keep connections secure, and come with the reassurance of a ten-year guarantee. Plus free technical support – 24/7, 365 days a year.
### How our products stack up

<table>
<thead>
<tr>
<th>Feature</th>
<th>Essential</th>
<th>Essential Extra</th>
<th>Advanced</th>
<th>Advanced Extra</th>
<th>Ultimate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance</strong></td>
<td>SP2</td>
<td>DP2</td>
<td>DP2</td>
<td>DP3</td>
<td>DP4</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>2</td>
<td>2/3</td>
<td>2/3</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td><strong>Primary path fault reporting time to ARC</strong></td>
<td>60 mins</td>
<td>30 mins</td>
<td>=</td>
<td>3 mins</td>
<td>90 secs</td>
</tr>
<tr>
<td><strong>Single or dual path</strong></td>
<td>Single</td>
<td>Dual</td>
<td>Dual</td>
<td>Dual</td>
<td>Dual</td>
</tr>
<tr>
<td><strong>Number of SIMs</strong></td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Openreach line needed</strong></td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Number of channels/inputs</strong></td>
<td>8</td>
<td>16</td>
<td>16</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td><strong>Regradeable</strong></td>
<td>No</td>
<td>No</td>
<td>Yes – to Advanced Extra</td>
<td>Yes – to Advanced</td>
<td>No</td>
</tr>
<tr>
<td><strong>Extended format signalling</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Supports remote panel servicing (UDL)</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Primary</strong></td>
<td>4G/2G</td>
<td>4G/2G</td>
<td>IP</td>
<td>IP</td>
<td>Private IP</td>
</tr>
<tr>
<td><strong>Secondary</strong></td>
<td>N/A</td>
<td>4G/2G</td>
<td>4G/2G</td>
<td>4G/2G</td>
<td>4G/2G</td>
</tr>
<tr>
<td><strong>Billing on activation</strong></td>
<td>Yes**</td>
<td>Yes**</td>
<td>Yes**</td>
<td>Yes**</td>
<td>No</td>
</tr>
<tr>
<td><strong>Dial capture</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Display</strong></td>
<td>OLED</td>
<td>OLED</td>
<td>OLED</td>
<td>OLED</td>
<td>OLED</td>
</tr>
<tr>
<td><strong>Sightcall app</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Simple push button pin learn and programming</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Number of aerials</strong></td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

*Honeywell Galaxy and Texecom range of panels. Other panels being tested **90 days (whichever is sooner)
Get to know Essential

Ideal for low to medium risk requirements

Essential is an affordable, single-path wireless security alarm signalling system powered by 4G roaming. With fault reporting to the Alarm Receiving Centre in 60 minutes and SP2 performance rating (previously known as Grade 2), it’s the perfect set-up for protecting low-risk premises. The alarm signalling unit has a UK-roaming SIM card that can use any of the main UK mobile networks to transmit alarm signals over 4G or 2G. Because of this, you’ll need to check signal strength. If you need an extension or high gain aerial, head to btinstallershop.com

<table>
<thead>
<tr>
<th>Primary path fail reporting</th>
<th>60 mins</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm transmission category EN standards / PD6669 (UK)</td>
<td>SP2</td>
</tr>
<tr>
<td>PD6669, EN50131 (2017)</td>
<td>2</td>
</tr>
<tr>
<td>Grade option</td>
<td>2A, 2B</td>
</tr>
<tr>
<td>Previous grade</td>
<td>2</td>
</tr>
<tr>
<td>Environmental class</td>
<td>II</td>
</tr>
<tr>
<td>Encryption</td>
<td>AES 256</td>
</tr>
</tbody>
</table>
The technical details

SIM
• UK roaming SIM always connects and locks on to the strongest signal
• Automatically connects to the next best network if there’s a failure
• Doesn’t rely on a signal from a single network operator

Signalling details
• LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
• Wireless connection via 2W/7 VPN over 4G/2G
• GPS Dual band (900/1800 MHz)
• Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
• Software and firmware anti-substitution measures to EN grade 4
• Unit and service faults are self-reported
• Full integration with the BT Redcare ARC Gateway

Upload/download
• Uses 4G/2G connectivity
• Including Honeywell Galaxy range and Texecom*
• Available via Dial Capture and RS232/485

Management features
• Remote testing, polling, status and configuration as per Redcare protocol
• Simplified installation and service activation with billing on activation*
• Firmware update notification

Alarm panel interfaces
• 8 alarm input pins
• 2 relay outputs
• Dial Capture with phone line simulation
• Onboard RS232 or RS485 for direct panel interface to some panels

About the Essential unit
• Antenna connection MMCX
• High performance aerial included
• Ambient temperature: -10°C to +55°C
• Humidity: 5 to 75 per cent

Power specifications
• Nominal 13.5V input (9.5V to 30V)
• Low battery alarm reporting to ARC
• Average current (normal operation) = 70mA @12V
• Average current with max loading (i.e. all relays operated and dial capture in operation) = 165mA @12V

General purpose inputs and outputs
• 8 general purpose alarm inputs (Logic High = +2V to +30V/Logic Low = <1.3V)
• Unconnected state: Logic Low
• Standard screw terminals
• Programmable function output for remote control of site devices
• Line fault output-for status indication at site of alarm signalling path

Dial Capture features
• Converts dialler alarm systems into high security signalling devices
• Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2, SIA 1/2/3

Status indicators
• OLED display offers full text description

Size of unit
• 67mm x 95mm x 17mm

Configuration
• Simple single push button pin learn
• iOS and Android installer app
• Using on board menu driven by push buttons

Unit arrives with
• Adhesive pads
• 1 x High performance antenna
• Quick start insert

Warranty
• 10 years

Compliance
• PD6662: 2017
• EN50131-1: Alarm systems
• EN50136, PD6669
• Performance SP2
• Environmental Class II

*Contact us to see if your panel is available.
**Billing on activation or 90 days from order, whichever is sooner.
Get to know Essential Extra

Wireless dual-path signalling with two 4G SIMs for low and medium risk sites

The same quality, reliability, and ease of installation that you’ll find with our Essential product but with the resilience of dual-path 4G signalling and primary path fault reporting to the Alarm Receiving Centre in 30 minutes.

With a DP2 performance rating (previously known as Grade 2/3), it’s the perfect set-up when you’re looking to protect low- and medium-risk premises with added resilience. It can use enhanced format signalling with serial or dial capture to send detailed information to the ARC, for greater reporting accuracy.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary path fail reporting</td>
<td>30 mins</td>
</tr>
<tr>
<td>Secondary path fail reporting</td>
<td>5 hours</td>
</tr>
<tr>
<td>Both paths fail concurrent</td>
<td>60 mins</td>
</tr>
<tr>
<td>Catastrophic failure (both paths together)</td>
<td>31 mins</td>
</tr>
<tr>
<td>Alarm Transmission category EN Standards / PD6669 (UK)</td>
<td>DP2</td>
</tr>
<tr>
<td>PD6669, EN50131 (2017)</td>
<td>2/3</td>
</tr>
<tr>
<td>Grade option</td>
<td>3C, 2F</td>
</tr>
<tr>
<td>Previous grade</td>
<td>3</td>
</tr>
<tr>
<td>Environmental class</td>
<td>II</td>
</tr>
<tr>
<td>Encryption</td>
<td>AES256</td>
</tr>
</tbody>
</table>
The technical details

SIMs
- Always connects and locks on to a strong signal
- SIM 2 automatically connects to the next best network in the event of failure
- Doesn’t rely on a signal from a single network operator
- SIM 1 – EE UK single network SIM
- SIM 2 – UK Roaming SIM

Signalling details
- Wireless connection via 24/7 VPN over dual 4G SIMs
- Continuously polled dual radio paths
- LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
- GPRS Dual band (900/1800 MHz)
- Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
- Software and firmware anti-substitution measures to EN grade 4
- Unit and service faults are self-reported
- Full integration with the BT Redcare ARC Gateway

Upload/Download
- Uses 4G/2G connectivity
- Including Honeywell Galaxy range and Texecom*
- Available via Dial Capture and RS232/485

Management features
- Remote testing, polling, status and configuration as per Redcare protocol
- Remote software download via 4G or 2G
- Simplified installation and service activation with billing on activation**
- Firmware update notification

Alarm panel interfaces
- 16 alarm input pins
- 3 relay outputs
- Dial Capture with phone line simulation
- Onboard RS232 or RS485 for direct panel interface to some panels

About the unit
- Dual antennae connection MMCX
- High performance aerials included
- Ambient temperature: -15°C to +55°C
- Humidity: 5 to 75 per cent

Power specifications
- Nominal 13.5V input (9.5V to 30V)
- Low battery alarm reporting to ARC
- Average current (normal operation) = 110mA @12V
- Average current (normal operation) = 50mA @24V
- Average current max loading (i.e. all relays operated and dial capture in operation)
  = 190mA @12V
- Average current max loading (i.e. all relays operated and dial capture in operation)
  = 110mA @24V

General purpose inputs and outputs
- 16 general purpose alarm inputs (Logic High = +2V to +30V/Logic Low = <1.3V)
- Unconnected state: Logic Low
- Standard screw terminals
- End of line and dual end of line available
- Return path signalling – for confirmation at site of opening and closing
- User output – for remote control of site devices
- Line fault output – for status indication at site of alarm signalling paths
- Keyswitch mode to set and unset alarm systems
- Configurable for two separate line fault outputs
- Configurable for ACK/NAK indication

Dial Capture features
- Converts dialler alarm systems into high security signalling devices
- Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2, SIA 1/2/3

Status indicators
- OLED display offers a full text description

Size of unit
- 67mm x 114mm x 20mm

Configuration
- Simple single push button pin learn
- iOS and Android installer app
- Using onboard menu driven by push buttons

Unit arrives with
- Adhesive pads
- Two high performance aerials
- Quick start insert

Warranty
- 10 years

Compliance
- PD6662: 2017
- EN50131-1: Alarm systems
- EN50136, PD6669
- Performance DP2
- Environmental Class II
- EN54-21

*Contact us to see if your panel is available.
**Billing on activation or 90 days from order, whichever is sooner.
Get to know Advanced/Advanced Extra

Dual-path monitoring for low, medium and high risk sites, covering intruder applications, fire and more

Not every home or business faces the same security risks. That’s why we’ve made an adaptable, upgradeable DP2 performance signalling system (previously known as Grade 2/3) that gives you dual-path IP and 4G signalling for low-to-medium risk sites, with primary path fault reporting to the Alarm Receiving Centre in 30 minutes.

- The primary path uses IP technology to send alarm signals over the customer’s network or broadband hub.
- The secondary path uses 4G or 2G mobile connectivity – with dual SIMs for extra resilience. One runs on the EE network, while the other will connect to any of the main UK mobile networks.

Advanced Extra upgrades the Advanced signalling system to the DP3 performance level (previously known as Grade 4). Fault reporting to the Alarm Receiving Centre takes just three minutes.

<table>
<thead>
<tr>
<th></th>
<th>Advanced</th>
<th>Advanced Extra</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary path fail reporting</td>
<td>30 mins</td>
<td>180 secs</td>
</tr>
<tr>
<td>Secondary path fail reporting</td>
<td>5 hours</td>
<td>60 mins</td>
</tr>
<tr>
<td>Both paths fail concurrent</td>
<td>60 mins</td>
<td>6 mins</td>
</tr>
<tr>
<td>Catastrophic failure (both paths together)</td>
<td>31 mins</td>
<td>4 mins</td>
</tr>
<tr>
<td>Alarm Transmission category EN Standards / PD6669 (UK)</td>
<td>DP2</td>
<td>DP3</td>
</tr>
<tr>
<td>PD6669, EN50131 (2017)</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Grade option</td>
<td>3C, 2F</td>
<td>3E</td>
</tr>
<tr>
<td>Previous grade</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Environmental class</td>
<td>II</td>
<td>II</td>
</tr>
<tr>
<td>Encryption</td>
<td>AES256</td>
<td>AES256</td>
</tr>
</tbody>
</table>
The technical details

SIMs
• Always connects and locks on to a strong signal
• Automatically connects to the next best network in the event of failure
• Doesn’t rely on a signal from a single network operator
• SIM 1 – EE UK single network SIM
• SIM 2 – UK Roaming SIM

Signalling details
• Wireless connection via 24/7 VPN over 4G/2G
• IP signalling over customers broadband or network
• Continuously polled IP path
• LTE: Penta-Band 700 (Bd28) / 800 (Bd20) / 900 (Bd8) / 1800 (Bd3) / 2100 MHz (Bd1)
• GPRS Dual band (900/1800 MHz)
• Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
• Software and firmware anti-substitution measures to EN grade 4
• Unit and service faults are self-reported
• Full integration with the BT Redcare ARC Gateway

Upload/Download
• Uses IP or 4G/2G connectivity
• Including Honeywell Galaxy range and Texecom*
• Available via Dial Capture and RS232/485

Management features
• Remote testing, polling, status and configuration as per Redcare protocol
• Remote software download via IP, 4G or 2G
• Simplified installation and service activation with billing on activation**
• Firmware update notification

Alarm panel interfaces
• 16 alarm input pins
• 3 relay outputs
• Dial Capture with phone line simulation
• Onboard RS232 or RS485 for direct panel interface to some panels

About the unit
• Single antenna connection MMCX
• High performance aerial included
• Ambient temperature: -10°C to +55°C
• Humidity: 5% to 75%

Power specifications
• Nominal 13.5V input (9.5V to 30V)
• Low battery alarm reporting to ARC
• Average current (normal operation) = 85mA @12V
• Average current (normal operation) = 45mA @24V
• Average current max loading (i.e. all relays operated and dial capture in operation) = 185mA @12V
• Average current max loading (i.e. all relays operated and dial capture in operation) = 100mA @24V

General purpose inputs and outputs
• 16 general purpose alarm inputs
  (Logic High = +2V to +30V/Logic Low = <1.3V)
• Unconnected state: Logic Low
• Standard screw terminals
• End of line and dual end of line available
• Return path signalling – for confirmation at site of opening and closing
• User output – for remote control of site devices
• Line fault output – for status indication at site of alarm signalling paths
• Configurable for two separate line fault outputs
• Configurable for ACK/NAK indication

Dial Capture features
• Converts dialler alarm systems into high security signalling devices
• Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2, SIA 1/2/3

Status indicators
• OLED display offers a full text description

Size of unit
• 67mm x 95mm x 17mm

Configuration
• Simple single push button pin learn
• iOS and Android installer app
• Using on board menu driven by push buttons

Unit arrives with
• Adhesive pads
• 1 x high performance antenna
• Quick start insert

Warranty
• 10 years

Compliance
• PD6662: 2017
• EN50131-1: Alarm systems
• EN50136, PD6669
• Advanced Performance DP2
• Advanced Extra Performance DP3
• Environmental Class II
• EN34-21

*Contact us to see if your panel is available.
**Billing on activation or 90 days from order, whichever is sooner.
Get to know Ultimate

A high-end alarm monitoring system, for every level of risk

Our high-end signalling system, built to protect every level of risk. This is a dual-path alarm signalling system, with private IP and 4G paths for uncompromising resilience and DP4 performance, which exceeds the previous Grade 4 requirements.

The primary path uses a built-in broadband hub that connects to a private Redcare broadband service, giving you the highest level of security possible. And because we can connect to the alarm panel’s backup power, we’ll keep things running even in a power cut.

With primary path fault reporting to the Alarm Receiving Centre in just 90 seconds, you can understand why it sits at the top of the range.

There are three types:

1. **Ultimate with an existing Wholesale Line Rental 3 (WLR3) provided by Openreach** – If the customer has the right WLR3 line, we’ll add Redcare broadband to it. It’s used solely for this service, so won’t give customers internet access.

2. **Ultimate with an access line** – If the customer doesn’t have an access line, or is already using it for a broadband service, we can install one exclusively for Redcare broadband. It’s used solely for this service, so won’t give customers internet access, or let them make phone calls.

3. **Ultimate on an existing Fibre to the Premise (FTTP) connection** – If the customer’s got the right FTTP connection, we’ll add Redcare broadband as an additional service.

The secondary path uses 4G or 2G mobile connectivity – with dual SIMs for extra resilience.

**Broadband activation times**

It can take up to five working days to activate the broadband service. The broadband service with access line can take up to 10 working days, subject to survey.

**Primary path fail reporting** 90 secs

**Secondary path fail reporting** 60 mins

**Both paths fail concurrent** 3 mins

**Catastrophic failure (both paths together)** 3 mins

**Alarm transmission category EN standards / PD6669 (UK)**

**PD6669, EN50131 (2017)**

**Grade option** 4C

**Previous grade** 4

**Environmental class** II

**Encryption** AES 256

Ultimate won’t be available in areas not provided by Openreach or BT in Northern Ireland.
The technical details

SIMs
• Always connects and locks on to the strongest signal
• Automatically connects to the next best network in the event of a failure
• Doesn’t rely on a signal from a single network operator
• SIM 1 – EE UK single network SIM
• SIM 2 – UK Roaming SIM

Signalling details
• Wireless connection via 24/7 VPN over 4G/2G
• IP signalling over private Redcare broadband service
• Continuously polled IP path
• LTE: Penta-Band 700 (Band 28) / 800 (Band 20) / 900 (Band 8) / 1800 (Band 3) / 2100 MHz (Band 1)
• GPRS dual band (900/1800 MHz)
• Alarm messages and polling are highly encrypted to EN grade 4 using AES 256 encryption
• Software and firmware anti-substitution measures to EN grade 4
• Unit and service faults are self-reported
• Full integration with the BT Redcare ARC Gateway

Upload/Download
• Uses IP or 4G/2G connectivity
• Including Honeywell Galaxy range and Texecom*
• Available via Dial Capture and RS232/485

Management features
• Remote testing, polling, status and configuration as per Redcare protocol
• Simplified installation and service activation
• Remote software download via IP or 4G/2G
• Firmware update notification

Alarm panel interfaces
• 16 alarm input pins
• 3 relay outputs
• Dial Capture with phone line simulation
• Onboard RS232 or RS485 for direct panel interface to some panels

About the unit
• Single antenna connection MMCX
• High performance aerial included
• Ambient temperature: -10°C to +55°C
• Humidity: 5 to 75 per cent

Power specifications
• Nominal 13.5V input (9.5V to 30V)
• Low battery alarm reporting to ARC
• Average current (normal operation) = 292mA @12V
• Average current (normal operation) = 150mA @24V
• Average current max loading (i.e. all relays operated and dial capture in operation) = 395mA @12V
• Average current max loading (i.e. all relays operated and dial capture in operation) = 201mA @24V

General purpose inputs and outputs
• 16 general purpose alarm inputs (Logic High = +2V to +30V/Logic Low = <1.3V)
• Unconnected state: Logic Low
• Standard screw terminals
• End of line and dual end of line available
• Return path signalling – for confirmation at site of opening and closing
• User output – for remote control of site devices
• Line fault output – for status indication at site of alarm signalling paths
• Configurable for two separate line fault outputs
• Configurable for ACK /NAK indication

Dial Capture features
• Converts dialler alarm systems into high security signalling devices
• Alarm panel interface supports: Ademco Contact ID, Ademco Hi Speed, Ademco 4+1, Ademco 4+2,
  SIA 1/2/3

Status indicators
• OLED display offers a full text description

Size of unit
• 67mm x 114mm x 20mm

Configuration
• Simple single push button pin learn
• IOS and Android installer app
• Using on board menu driven by push buttons

Unit arrives with
• Adhesive pads
• 1 x high performance antenna
• Quick start insert

Warranty
• 10 years

Compliance
• PD6662: 2017
• EN50131-1: Alarm systems
• EN50136, PD6669
• Performance DP4
• Environmental Class II
• EN54-21

*Contact us to see if your panel is available.
# Reporting times

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

| Options | A | B | C | A | B | C | D | E | A | B | C | D | E | A | B | C | D |
|----------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Alarm Transmission System (ATS) Standard (EN & PD6669) | Optional | Optional | SP1 | SP2 | SP2 | DPI | SP3 | Optional | DP2 | SP3 | SP3 | SP3+ | DP2 | DP2+ | SP4 | DP3 | SP5 | SP5 | DP4 | SP6 |
| Remotely powered audible warning device | 2 | Optional | Optional | Optional | Optional | Optional | Optional | 2 | Optional | Optional | Optional | Optional | Optional | Optional | Optional | 2 | Optional | Optional | Optional | Optional |
| Self powered audible warning device | 0 | 1 | Optional | Optional | 1 | Optional | Optional | 1 | Optional | Optional | Optional | Optional | Optional | Optional | Optional | 1 | Optional | Optional | Optional | Optional |
| Primary Alarm Transmission Path (ATP) reporting time | Optional | Optional | 32 days | 60 mins | 60 mins | 25 hours | 30 mins | 30 mins | 10 mins | 30 mins | 10 mins | 3 mins | 3 mins | 90 secs | 90 secs | 90 secs | 90 secs | 20 secs |
| Alternate ATP maximum period when primary operational | Optional | Optional | Optional | Optional | 50 hours | Optional | 5 hours | Optional | 25 hours | Optional | 25 hours | Optional | 5 hours | Optional | 25 hours | Optional | 25 hours |
| Alternate ATP maximum period when primary failed | Optional | Optional | Optional | Optional | Optional | Optional | 25 hours | Optional | 30 mins | Optional | 30 mins | 10 mins | Optional | 3 mins | Optional | 3 mins | Optional | 90 secs |
| Catastrophic Failure | Optional | Optional | 32 days | 60 mins | 60 mins | 25 hours | 30 mins | 30 mins | 10 mins | 30 mins | 10 mins | 11 mins | 3 mins | 4 mins | 90 secs | 90 secs | 3 mins | 20 secs |
| ATS reporting time | Optional | Optional | 32 days | 60 mins | 60 mins | 25 hours | 30 mins | 30 mins | 10 mins | 60 mins | 20 mins | 3 mins | 6 mins | 90 secs | 90 secs | 3 mins | 20 secs |

### Key:

- **Redcare Standards minimum requirement**

### Options:

- **A**: Grade 1
- **B**: Grade 2
- **C**: Grade 3
- **D**: Grade 4

### 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
Helpdesk support app

The SightCall app puts our experts on-site with you, even when they’re miles away. They can use your smartphone camera to see what’s happening, live. And, they’ll stay with you until they solve the problem.

Help where you need it
With remote support from our experts, you can quickly get to the bottom of any problem. Cutting both fix time and support costs. And reducing the risk of a second visit. What’s more it’s completely secure.

Features that fix things
Camera Zoom – Controls your smartphone camera
Lights On – Turns on your smartphone flash to improve visibility
Highlighter – Lets the helpdesk mark areas of interest on screen
Snap Shot – Takes pictures to solve the problem faster

How to get it
The helpdesk will decide on the call if the app will help you. They’ll text a link to the app that can be quickly installed on your phone.

SightCall is also available to download from our website.
How to get in touch

Customer service
For orders and service enquiries
Tel: 0800 800628 option 1
Email: redcare.orderproc@bt.com
Availability: 8.30am–5.00pm Monday to Friday (except Public and Bank Holidays)
Go to www.btinstallershop.com for aerials, spares and accessories

Technical helpdesk
For faults, technical enquiries and free product training
Tel: 0800 800628 option 3
Email: redcarefaults@bt.com
Availability: 24 hours a day, 7 days a week, 365 days a year

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Need some extra support?
You can find technical manuals, brochures and more at redcare.bt.com

Installer Shop
Whether you’re after spare parts, cables or tools for installation – our online shop has everything you need. Buy from us and you can be confident that you’re getting industry-grade equipment at the right price.

You can find our shop at www.btinstallershop.com