



Verisure 24/7 Alarm Monitoring System User Manual

[Home](#) » [Verisure](#) » Verisure 24/7 Alarm Monitoring System User Manual 

Contents

- [1 Verisure 24/7 Alarm Monitoring System User Manual](#)
- [2 The results speak for themselves](#)
- [3 Perimeter Protection](#)
- [4 SET UP AND CONNECTION FEE](#)
- [5 SET UP AND CONNECTION FEE](#)
- [6 HOW TO SUBSCRIBE TO VERISURE'S SERVICES](#)
- [7 References](#)



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ABOUT VERDURE

Founded over 30 years ago, Verisure is the market leader for alarm systems in Europe and South America, with more than 4 million satisfied customers and over 20,000 staff across 17 countries. Verisure's Alarm Receiving Centres are based in the UK and have been accredited with the ARC Gold Standard by the National Security Inspectorate (NSI) and ISO 9001. All of our security system components are BS EN50131 – Grade 2 certified.



The results speak for themselves

		 verisure	ADT	YALE	SimpliSafe
	No Fixed Period Obligation Contract	✓	✗	✗	✓
	Protected Premises In Europe	+4M	<1M	N/A	<0.1M
State of the art product	Dual Siren	✓	✗	✗	✗
	2 In 1 Door Contact and Shock Sensor	✓	✓	✗	✗
	Photo Detector	✓	✓	✓	✗
	Portable Control Panel	✓	✗	✗	✗
Supported by innovative and accredited services	2-Way Voice Communication	✓	✗	✗	✓
	Smartphone control	✓	✓ <small>(only available with smart packages)</small>	✓	✓
	Professional Installation within 24h	✓	✗	✗	✗
	All inclusive maintainance (including battery replacement at no extra charge)	✓	✓ <small>only with 'all inclusive agreement' service level</small>	✗	✗
With intervention capabilities	24h NSI accredited Alarm Receiving Centre	✓	✓	✗	✓
	Monitoring Station Response Time (in seconds)	20s	42s	✗	N/A
	24/7 Guard Response	✓	✓ <small>(optional with extra cost)</small>	✗	✓ <small>(£75 per call out)</small>
	Innovative Smoke System	✓	✓ <small>(optional with extra cost)</small>	✗	✗

ARLO VIDEO DOORBELL Part of Alarm



Perimeter Protection

Your protection, anywhere See who is at your door and deter intruders with an integrated siren



Connected to Alarm Receiving Centre

Only video doorbell connected to NSI-Gold Certified Verisure Alarm



Direct Video Call

Exclusive to Arlo Video Doorbell

Receive a video call when someone at your front door presses the video doorbell. You can then see and speak to visitors



AWARDED BEST VIDEO DOORBELL



INCREASED SECURITY CONVENIENCE AND CONTROL

CAMERA PRIVACY COMMITMENT

www.verisure.co.uk/camera-privacy

Verisure, the leading security Company in Europe, guarantees cameras will only be accessed for security reasons in case of alarm. Your video recordings will be stored on secure servers and will never be used for trade or commercial purposes.

VERISURE NOW

Sleep well tonight!

PROFESSIONAL INSTALLER + CERTIFIED INSTALLATION

14-day installation satisfaction guarantee

Have your alarm installed and ready in less than 48h



HOME VERISURE CERTIFIED GRADE 2 ALARM

Monthly service charges apply

SET UP AND CONNECTION FEE



3 Smart Keys

Intelligent access

- You can activate/deactivate the keys from your smartphone.
- Easy user control allows you to know when users enter or exit your house.



3G Portable Control Panel

Your protection, anywhere With a highly sensitive microphone and SOS button, which protects you inside your home or business. We can listen and speak to you and help in case of an emergency.



Smart Key Reader

Intelligent access

- Specially designed so that children and the elderly can use it.
- Option to activate/deactivate and has an SOS button.



Arlo Video Doorbell

Connected to Verisure Alarm



Receiving Centre

- Integrated Deterrent Siren
- Direct Videocall
- Unique viewing angle

Shock Sensor

Protection for doors and windows

- Detects hammer impacts and screwdriver tampering with its shock and vibration sensor.
- Very effective for doors and windows.



Photo Detector

What matters most, under surveillance With a colour camera and flash, allows the Alarm Receiving Centre to

identify the intruder and call the guards, AVOIDING FALSE ALARMS.



Deterrent Signs

Warning to burglars Images and audio recordings and immediate Guard dispatch



SERVICES INCLUDED IN THE MONTHLY SERVICE FEE

24/7 PROFESSIONAL MONITORING

Own a UK-based Alarm Receiving Centre with SIA-certified agents

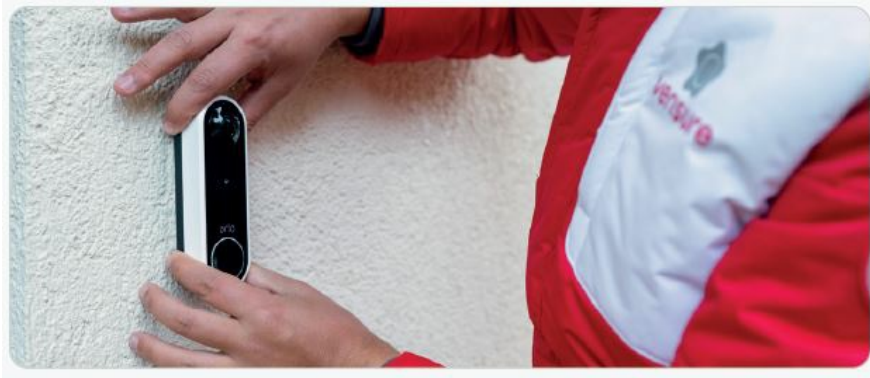
Response in less than 60 seconds -24/7

Professional intervention in case of an alarm.



- Our UK-based agents are uniquely trained to use audio, pictures and advanced protocols to identify REAL ALARMS.
- We respond to any alarm in under 60 seconds.
- Monitoring Centre Certified to NSI GOLD standards.

100% maintenance included



- All-inclusive maintenance service including repairs, replacements, materials and technician all-outs.
- Free regular software updates to support new services.

Verisure Action Plan – 24/7 notification



- 24/7 immediate notification of Action Plan Contacts in case of a verified alarm.
- Verisure app for full remote control

Secure Connectivity 100% Included



- Global SIM card and Secure communications.
- Private Verisure communication channel.
- Anti-sabotage of fixed phone lines. We can receive alarm signals even when telephone lines have been tampered with.
- Protected against power cuts: 24-hour backup battery.
- All communications included at no extra cost



BUSINESS VERISURE CERTIFIED GRADE 2 ALARM

Monthly service charges apply

SET UP AND CONNECTION FEE



Arlo Essential Spotlight Camera wired

- Connected to Verisure Alarm



Receiving Centre

- 30-day cloud storage
- HD live view and 2-way audio
- Smart motion notifications

3G Portable Control Panel

Your protection, anywhere

With a highly sensitive microphone and SOS button, protects you inside your home or business. We can listen and speak to you and help in case of an emergency



Smart Key Reader with SOS Smart Keys

For easy entry/exit experience, a safe and simple way to activate or deactivate your alarm

- Know when users enter or exit your premises
- Activate/deactivate keys from your smartphone or by calling Verisure

Shock Sensor

Detect intruders before they enter



- Detects hammer impacts and screwdriver tampering with its shock and vibration sensor
- Very effective for doors and windows

Photo Detector



- What matters most, is under surveillance
- With a colour camera and flash, allows the Monitoring Station to identify the intruder and verify the intrusion, AVOIDING FALSE ALARMS

Deterrent Signs

Warning to burglars Images and audio recordings and immediate Guard dispatch



SERVICES INCLUDED IN THE MONTHLY SERVICE FEE

24/7 PROFESSIONAL MONITORING

Own a UK-based Alarm Receiving Centre with SIA-certified agents

Response in less than 60 seconds -24/7

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- Our UK-based agents are uniquely trained to use audio, pictures and advanced protocols to identify REAL ALARMS.
- We respond to any alarm in under 60 seconds.
- Monitoring Centre Certified to NSI GOLD standards.

Encrypted 3G Communications



- Global SIM card and Secure communications.
- Private Verisure communication channel.
- Anti-sabotage of fixed phone lines. We can receive alarm signals even when telephone lines have been tampered with.
- All communications are included at no extra cost.

Control Services with My Verisure app

Photo and video control from your smartphone or tablet: take pictures with your Photo Detector and view video from the Cloud cam Pro. Power failure notification: we send you an alert if we detect power failure in your property. Modify action plans and passwords. Modify your codewords or action plan easily.



100% maintenance included

All-inclusive maintenance service including repairs, replacements, materials and engineer call-outs. Free regular software updates to support new services.



Verisure Action Plan – 24/7 notification

24/7 immediate notification of Action Plan Contacts in case of a verified alarm.



COSTCO SPECIAL ORDER FORM

TO BE COMPLETED BY MEMBER (Please print clearly)

Item Number	Kit	Item Description	Upfront Cost
<input type="checkbox"/> # 362596	N/A	Verisure Home with Arlo Doorbell*	£198 (incl. VAT)
<input type="checkbox"/> # 362597	N/A	Verisure Business with Arlo Spotlight Camera*	£199 (excl. VAT)

IMPORTANT

MEMBER MUST PAY AT THE TILL AND THEN REQUEST AN INSTALLATION SLOT USING ONE OF THE BELOW METHODS

If you decide to have additional equipment installed at your premises you may be required to pay an extra cost directly to the installer.

IMPORTANT: MEMBER MUST PAY AT THE TILL AND THEN REQUEST AN INSTALLATION SLOT USING ONE OF THE BELOW METHODS

Option 1	Option 2	Option 3
Return to the Verisure Representative at the Stand in Costco and book your installation directly	Visit: www.verisure.co.uk/costco and complete the form	Call us on: 020 3885 0185 Monday to Friday 9:00am - 6:00pm
Please note: we will confirm your installation via email/text message within 24 business hours		

HOW TO SUBSCRIBE TO VERISURE'S SERVICES

1. Use one of the methods above to book the installation of your 24-hour Security Alarm system at your premises.
2. Verisure will confirm your appointment time by sending you an email or a text message. Please allocate up to 2 hours for the installation.
3. During the appointment at your premises, Verisure will set up and connect your alarm.
4. Verisure will also train you on how to use your alarm's main features and Verisure's services.
5. Any additional security elements tailored to your premise's specific security needs can be installed in the same appointment slot.
6. Payment for these will be taken after the set-up and connection by Verisure.
7. You will need to sign the Verisure service contract with Verisure (no fixed term, a 3/6 month (home/business) notice period applies) and a direct debit authorisation, and return the contract to the Verisure engineer before the system becomes live.

RETURNS & REFUNDS

You have the right to cancel this voucher with Costco within 14 days.

I understand that Verisure's security system is a 24/7 monitored alarm system, which includes: guard response,

maintenance and app control for a monthly service fee of £27.90 incl. VAT for residential customers and from £42.90 excl. VAT for business customers. I further confirm that if I decide to have additional equipment installed at my premises, including equipment from any promotional voucher I may have received, my monthly service fee may increase.

For more details contact us at 0203 885 0185 orders.costco@verisure.co.uk Receive an extra 2% Reward (ex VAT) when using your Executive membership card www.verisure.co.uk/costco

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References

- [User Manual](#)