**THE LAS COLINAS ASSOCIATION: ALARM MONITORING TECHNICAL SPECIFICATIONS**

NOTICE: These Technical Specifications (Tech Specifications) are current as of August 13, 2019 and are subject to change by The Las Colinas Association (LCA) at any time without prior notification. All members, tenants and their installers are responsible for obtaining any updated Specifications as well as completing an Agreement Information Form (Form) from LCA as necessary. These Tech Specifications can be obtained at <https://lascolinas.org/technical-specifications/> or by calling LCA’s office to request. LCA's Monitoring Center is listed by Underwriters Laboratories (UL) to provide alarm monitoring. LCA monitors burglary /intrusion, police / panic and fire systems. Staff strives to have Forms entered the same business day, however please allow up to seven (7) business days when submitting. **Please contact LCA’s Security Services for account status before scheduling work (972) 541-1312.**

1. **General Requirements:**
2. All Member location alarm equipment must be installed by a Texas State licensed alarm company before LCA's Monitoring Center will monitor. Selection of a company to install or maintain a Member’s system is the Member’s choice; LCA will not recommend any company. The Member can call LCA for current phone numbers of licensed companies working in the area, however these are not recommendations on behalf of LCA.
3. Alarm systems must adhere to all local City of Irving (Irving) and Texas State (State) rules, ordinances, regulations, building, electrical, and fire codes, current LCA Tech Specifications as well as any other proper construction procedures.
4. Any system considered a fire system must be certified by a State licensed fire alarm company and must be set to automatically test daily with the Monitoring Center. The licensed fire alarm company is responsible for seeing that the Member’s system complies with all applicable fire codes and local regulatory standards as interpreted by the local authority having jurisdiction; the Irving Fire Department. LCA will not provide any interpretation regarding regulatory codes. Should a commercial fire system fail to test for a prolonged period or should LCA have reason to believe communication has ceased between a system and the monitoring center; LCA may notify the Irving Fire Department. NOTE: Anytime a fire system test is requested for a period of over six (6) hours, the request may be included on a log sheet forwarded to the Irving Fire Department at their request.
5. Alarm system signals may be transmitted through the following methods: (1) Phone line (POTS) (2) Digital phone service (DSL). Member is responsible for alerting their alarm or phone company to install any necessary splitter/ filter. **Please note**: LCA cautions members from using VoIP (Voice over Internet Protocol) method for alarm transmission. VoIP is not, at this time, fully regulated by the Federal Communications Commission (FCC**)** and has proven to have transmission problems**.** (3) Cellular (GSM) with special set-up through Member selected alarm company/ third party, for which Member is responsible for acquiring and for all fees/ costs which includes required monthly or annual transmission costs. (4) AES Mesh Radio set-up through a verified AES certified/ State Licensed alarm company, using specified AES radios with LCA’s unique frequency. This form of radio signal transmission requires the Member to purchase the specified radio device, however does not require monthly/ annual signal transmission costs unless the Member purchases additional services through their selected alarm company.

**Always advise your phone / IP (internet) provider of your monitored alarm system before changing your service.**

1. Ten (10) digit dialing is mandatory in Irving. Installed equipment requiring telephone line transmission must be compliant.
2. False Alarms are tracked and if deemed "excessive", LCA may cease monitoring the location. It is the Member’s responsibility to keep their system in good working order and to provide LCA with current contact information. **A minimum of two (2) contact phone numbers for the Member or someone the Member selects as responsible for the location, is required. Contact List updates must be provided a minimum of every twenty-four (24) months or whenever changes to the current List occur. These changes must be submitted on an LCA’s Agreement Information Form (Form) as applicable These Forms are available by contacting LCA or at our website** [**www.lascolinas.org**](http://www.lascolinas.org)
3. **Irving requires an alarm permit be filed by the owner of every alarm system.** This permit is required for response by the Irving Police per City ordinance. LCA has the right, per its By-Laws, not to monitor locations without a valid alarm permit on file with the City of Irving. **It is the member’s responsibility to obtain this valid permit number and to supply it to LCA.** Members must visit the City of Irving’s website to find out how to obtain a permit or to view the City’s permit requirements: <https://cityofirving.org/1288/Alarm-Users-Information>
4. **Equipment and Signaling:**
5. Alarm system equipment, at the Member’s site, must be capable of communication with LCA’s receiving equipment consisting of DSC/ Sur-Gard System III Receivers and AES IntelliNet 77051 Receivers. Specific receiver formats, speed, handshake, and account availability must be obtained by calling LCA’s Security Department during business hours (8am – 5pm Monday thru Friday) at (972) 541-1312. This is to be done by the alarm maintenance or installation company only. Account format specifics will not be provided to Member as alarm company must determine formats.
6. Restoral signals are **ONLY** accepted on commercial Fire System installations. Openings and Closing signals are **NOT** accepted for any installation. LCA will **NOT** track openings and closings nor will we cease response based on any type of “Cancel” signal transmission without approved prior written agreement.
7. **Timed “Self / Auto” Test signals are required from all Member alarm systems and should be sent as follows:** **Commercial Systems**- Fire systems must automatically daily as required by the Texas State Fire Marshal. Other commercial systems, i.e. burglar alarm, may send automatic tests weekly. **Residential / Multi-Family individual unit Systems-** A weekly or monthly automatic test signal may be used for residential burglary alarm systems. NOTE: All burglary alarm systems with fire equipment attached, including keypad fire buttons, require an automatic test per the Texas State Fire Marshal. If a Member wants their alarm system to test more frequently than suggested above; they may contact LCA’s Security Services Department. **It is the Member’s responsibility to test their alarm system as required in order to continue to be considered as active and LCA may change a systems status to non-active and/ or refuse to issue proof of monitoring for Member’s insurance company should a Member not meet testing/activity standards.**
8. Individual communicators must be used at each multiple or single-family dwelling unit. An individual phone line and/or transmission method is required for each location. A fire system for a multi-family building is an exception to this **only** if approved by the Irving Fire Department.
9. **Installation Requirements:**
10. LCA will issue a receiver number and required monitored account number, **only** after a properly filled out LCA Form is submitted for location. A valid Irving permit number must be obtained and provided by the Member before using their system. LCA’s Forms can be obtained from LCA's office, its web page, faxed or emailed upon request.
11. For new alarm “set-ups”: Call LCA Dispatch at (972) 541-1312, during normal business hours (Monday – Friday: 8:00 to 5:00) to place a system on test prior to working. **Any alarm installation work after hours must be approved by LCA at least 24 business hours in advance**. To place an account on test; installers must provide an assigned Personal Identification Code (PIC)/ Password issued to their company, their assigned State of Texas License number to allow verification or the Member/resident/manager may use their selected verbal code (PIC). Each monitored location must select a verbal code (PIC) to be used as an identifier, using LCA’s Information form. Alarm companies may be asked to supply their State license number at any time when requesting testing or information on an account. LCA has the right to delay or stop the connection of an alarm system by a company without a valid State license or if the license number cannot be verified immediately.
12. **All alarm system work requires the system to be tested upon completion**. After testing equipment and sending in signals, installers **MUST** call LCA Dispatch to verify the signals at 972-541-1312. **WARNING:** Unless signals are sent and verified with LCA during system installations/ maintenance, the system may **NOT** be considered completed for monitoring and may not be responded to by LCA’s Monitoring Center.
13. The installation company **MUST** furnish complete alarm signal zone information, at or before the time of connection to LCA’s Monitoring Center. Failure to provide zone information as required may delay the location being placed into service for monitoring by LCA until received.

**Las Colinas Association 3838 Teleport Blvd Irving, TX 75039 Dispatch: 972-541-1312 Fax: 972-541-0292**

**Security Services Email:** [**safety@lascolinas.org**](mailto:safety@lascolinas.org)08/13/19