



# redcare classic





## Who we are

Redcare is part of BT plc and has been a leader in the fire and security market for 25 years. We are the largest supplier of alarm signalling services in the UK, securing hundreds of thousands of homes and businesses with our services.



## About Redcare Classic

Redcare Classic is a Grade 4 alarm system. Grade 4 offers the highest level of protection you can buy. The BT phone line on which your Redcare Classic operates is monitored constantly and if the line is cut or there is a fault on the line this is signalled to the Alarm Receiving Centre (ARC) within just 40 seconds.

Every two minutes Redcare Classic also checks that the alarm on your property is working, adding another level of security to your alarm system.

In the event of an alarm sensor being triggered in your property, it takes just a few seconds for the ARC to be alerted. If this is confirmed by a second zone being triggered, then your ARC can legitimately contact the emergency services and dispatch them to secure your property.



## How Redcare Classic works

Redcare Classic signals with an Alarm Receiving Centre (ARC) via the Redcare network, which consists of a number of 'scanners' located in BT telephone exchanges. Every second, 365 days a year, these scanners check to confirm that your alarm system is working. If it isn't working we report a fault within 40 seconds. Although many other alarm systems will offer you mobile phone technology for making these urgent calls to your ARC, these can be hampered by poor signal strength. The Redcare network is unique to Redcare, no other alarm system uses it. Redcare Classic is also resilient to power loss, and will operate normally for over 12 hours\* in the event of a power cut.

Redcare Classic doesn't require a dedicated phone line and will work on your existing BT line. You therefore save the cost of installing and renting an additional line. Redcare Classic will also not cost you any additional call charges when it is communicating with the Redcare network.

\* Where the alarm panel has been installed to industry standards

“AXA Insurance acknowledges the technology and ongoing developments undertaken by Redcare. Where remote monitoring is required for fire and intruder alarm installations or sprinkler and plant monitoring, AXA Insurance is confident to accept and/or specify Redcare and Redcare GSM as signalling media.”

**Douglas Barnett**  
Head of Customer Risk Management  
AXA Insurance

## How you benefit

At the end of the day you have a choice to make. There are cheaper systems on the market:

- ‘Bells only’ systems. These can annoy your neighbours, may be ignored altogether, and most importantly, won’t bring the emergency services out to your property.
- Digital communicators. This can be a simple system that just contacts you via a recorded announcement or text message if your alarm is triggered and you have to do the rest yourself. In some cases you may pay an alarm company to receive these messages for you and they may be able to call the emergency services. You may alternatively have a system that is connected to an ARC via a dedicated phone line, which means additional annual line rental costs. Should this line be cut or get damaged it may not be immediately detected.
- Grade 2 and Grade 3 systems. These operate in a similar way to Redcare Classic but to lower signalling standards that only require a communication to be sent to the ARC within 25 hours (Grade 2 or five hours (Grade 3).

### But consider this

- Redcare Classic is a Grade 4 system which requires ARC notification within three minutes.
- Since its launch, more Redcare Classics have been sold than any other Grade 4 system in the UK.
- Redcare Classic is compliant with British and European Standards for Grade 4 alarm signalling.
- The redcare network has 99.999% availability.
- Redcare’s proprietary continuous line signalling technology notifies line cuts or faults in 40 seconds.
- Redcare has UK wide regionally based engineering teams able to support your local installer with training and general service support.
- Redcare Classic is the most widely used Grade 4 alarm system in the UK today and over 200,000 homes and businesses rely on it to provide security and peace of mind.
- If you want to give your home or business a higher level of protection and are not willing to take risks on less effective systems, Redcare Classic is an excellent choice.

“Our business is logistics (warehousing and distribution). Our operation means that millions of pounds worth of stock is trusted within our care and our clients include a number of the top brands – with stakes as high as this, we opted for Redcare for maximum protection against theft and fire.”

**David McClelland**  
PDS (International) Limited

To find out more about how Redcare can  
protect your business, call us free  
on **0800 800 828**, email **redcare@bt.com**,  
or visit us at **www.redcare.bt.com**



## Offices worldwide

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Registered in England No. 1800000  
**PHME 60021**

Designed by Howell Wong Costello