

# Product brochure

Security and Fire

A man with a beard and a light blue shirt, wearing a brown apron, stands in a workshop with his arms crossed. He is smiling at the camera. The background features a large chalkboard with various diagrams and text, and a window with a grid pattern. The workshop is filled with various materials and tools.

Protect your world. Choose an alarm signalling provider recognised for quality and reliability. Never compromise.

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## Why choose Redcare?

You shouldn't compromise when it comes to protecting homes and businesses. Choosing a product from Redcare means you won't have to.

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### **A name you can trust – for over 30 years**

We're the largest supplier of fire and security alarm signalling systems in the UK, and we've been in the industry for over 30 years. In other words, we're a supplier you can trust.

### **Backed by BT's trusted technology**

Redcare is the only provider of fire and alarm signalling services backed by BT's trusted technology (and its R&D budget – one of the largest in the UK). Our network has been built especially for alarm signalling and has 99.997% availability. That means your customers' signals won't get lost when they're needed most.

### **Reliable protection for every customer**

Providing the right level of protection for your customers is important, so we've developed a product line to suit. From wireless only, grade 2 signalling through to dual-path, grade 4 systems, you'll find a solution that's right for every situation. Better still, Redcare products are easily upgraded, so you can provide value for money and reliable protection whenever your customers' needs grow.

### **The support you need, whenever you need it**

It's not just our products that are reliable, either. We are too. Our technical helpdesk is available 24/7, 365 days a year. So we're always on hand to provide support to you and your customers.



## Third party certification as standard

Our fire and security alarm signalling products are third party LPCB certified, so you can be confident in recommending them to your customers.

The LPS 1277 certification is the only scheme to be fully endorsed by insurers, so it's the strongest assurance you can get that our products are the best choice for your customers. Third party certification is also a mandatory requirement for any equipment connected to a fire alarm.

### An LPCB certified system gives you

- Peace of mind that premises are fully protected
- Fewer false alarms and increased reliability
- Reassurance that you've made the best choice of product
- Certification that insurers favour

## What insurers say

“As insurers, independent testing of intruder alarm signalling such as that provided by LPS 1277 3.0 helps give us confidence in the performance of a product. An Enhanced ATS 5 compliant dual path signalling solution is our favoured option for commercial risks.”

**Tim Stylianides,**  
Senior Risk Control Surveyor, Allianz Commercial

“Aviva recognises the benefits of using products and services that have been independently assessed as meeting a suitable level of performance. Companies that achieve LPCB approval to LPS 1277 3.0 demonstrate a clear commitment to providing quality ATS products and services and, given the importance of an ATS to the overall security and reliability of an intruder alarm system, such products represent our preferred option.”

**Richard Underwood,**  
Technical Specialist - Security, Aviva

Applicable to Redcare GSM Roaming, Classic, Secure IP, Secure 3, Secure Solo, Classic Fire, Secure Fire IP and Secure Fire

## Part 1

## Fire and Security products

From wireless only, grade 2 signalling, to dual-path, grade 4 systems, our range of fire and security products means you can provide the right solution for your customers.

Whatever product you recommend, you can be sure that with Redcare, it's protection without compromise. As well as being backed by BT's trusted technology, our products are some of the most reliable solutions in the industry. Here are a few things they have in common...

### No risk of signal interference

Because Redcare products run on our dedicated network – we can offer a level of reliability like no other. It's been built especially for alarm signalling and has 99.997% availability, so your customers' signals won't get lost when they're needed most.

### No extra call costs

We don't charge you anything for communications between alarm systems and the Redcare network. That means you won't have to pass on any additional charges to your customers – giving them Redcare reliability without compromising on cost.

### Easy installation

Redcare products are easy to install – either as a new system, or as an upgrade from an existing 'bells only' system or digital communicator. They can also be easily moved from site to site, should your customers' needs change.

### Total peace of mind

Whether there's an alarm triggered at your customer's home or business, or there's a loss of signal, you'll know about it. In other words, you can provide great service for your customers in every eventuality.

### Back up at the ready

Whether it's a dual-path system that switches between different connections, or a wireless system with our unique, Roaming SIM, our products are built with backups in mind. Should the primary signal or network connection fail, another will kick in, giving your customers protection no matter what.

### Round the clock support

When it comes to installing or upgrading a Redcare product, you're not alone. Our engineering helpdesk is open 24/7, 365 days a year, so you'll always have the help and support you need.



## Part 2

## Definitions

**ARC (Alarm Receiving Centre)**

This is where the alarm systems are monitored and if an alarm signal is received, the ARC will be in touch with the named key holder or the emergency services.

**Alarm signalling grading system**

There are 3 possible grades: (2, 3 and 4), with 4 being the highest and most secure. Insurance companies will often specify an alarm signalling grade requirement for their customers.

**Alarm Transmission System (ATS)**

The whole system that delivers alarm signals from a customer's premises, to an ARC.

**'Bells only' system**

This is an alarm system that activates a bell or siren at the premises, but isn't connected to an ARC – so it can't alert the emergency services.

**Digital Communicator**

A signalling device that is part of the alarm system, which notifies the ARC of activations by making a call on the phone line.

**Loss Prevention Certification Board (LPCB)**

A world-renowned approval body for fire and security products and services, owned by BRE Global.

**LPS 1277 3.0**

The current version of the UK loss prevention standard for alarm transmission systems (ATS).

**PSTN – Public Switched Telephone Number**

A standard home or business telephone line.

**Roaming SIM (Subscriber Information Module)**

Mobile phone technology that automatically connects to another UK mobile phone network in the event of failure, without relying on a signal from a single operator.

**Third party certification**

Confirmation from an independent approval body in the fire and security industry, that the alarm transmission products and services have been independently shown to meet the performance claimed and will continue to do so. It is a legal requirement for any equipment connected to Fire Safety Systems to have third party certification.



A man and a woman are standing together in front of a white door with decorative glass panels. The woman is on the left, wearing a grey turtleneck, a brown and blue patterned scarf, and a black coat. The man is on the right, wearing a grey tweed coat over a dark blue shirt and a maroon sweater. Both are smiling. A semi-transparent pink rectangular box is overlaid on the image, containing the text "Protecting homes with our Security products".

Protecting homes with  
our Security products

## Part 1

## Security products guide

All products are fitted with a Roaming SIM as standard, where applicable. Secure Fire products can be used for Intruder and Fire alarm signalling as they have third party certification for both when installed to standards. No dedicated line is required for any Redcare product. Redcare products are 21CN ready and broadband compatible.

Product	What does it look like?	What grade?	LPS 1277	Primary path fault reporting to ARC time (please read full specification)	Single or dual-path?	Openreach line required <sup>1</sup> ?	Upgradable?	Hardware supplied with connection?	How many channels/inputs?	Plug-on ready?	Extended format signalling?	Supports panel remote servicing (UDL)?
Redcare GSM Roaming (12V)		4	Certified	40 seconds	Dual-Path	Yes	N/A	Yes	Up to 10 plus T and F (PIN8 Low signal)	Yes	N/A	N/A
Redcare Classic (12V)		4	Certified	40 seconds	Single-Path	Yes	Yes <sup>5</sup> To GSM Roaming	Ordered separately	8-11, depending on STU type	Yes, order as 'plug-on STU'	N/A	N/A
Redcare Secure IP (12V)		4	Certified	3 minutes	Dual-Path	No	N/A	Yes	16	Yes <sup>3</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>
Redcare Secure 3 (12V)		3	Certified	55 minutes	Dual-Path	No	Yes <sup>4</sup> To Secure IP	Yes	16	Yes <sup>3</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>
Redcare Secure 2 (12V)		2	N/A	55 minutes	Dual-Path	No	Yes <sup>4</sup> To Secure 3/IP	Yes	16	Yes <sup>3</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>
Redcare Secure Solo (12V)		2	Certified	5 hours 15 minutes	Single-Path	N/A	Yes <sup>4</sup> To Secure 2/3/IP	Yes	16	Yes <sup>3</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>

A signal strength survey is highly recommended for all Redcare products (except Redcare Classic) prior to ordering. A minimum of 12 in CSQ (-89/-90 dBm) is recommended for reliable operation.

<sup>1</sup> The customers' telephony and or broadband may be provided by a non-BT operator. To check existing Redcare Classic/GSM Roaming availability, please visit: [www.redcare.bt.com/installers/network.html](http://www.redcare.bt.com/installers/network.html)  
Redcare connection is usually completed within 48 hours upon your Alarm Receiving Centre's order with us.

<sup>2</sup> Most intruder panel makes and models supported on most industry protocols (SIA, FF and CID). Fire panels in development.

<sup>3</sup> Redcare Secure plug-on adaptor required, available at the BT Installer Shop: [www.btinstallershop.com](http://www.btinstallershop.com)

<sup>4</sup> All Redcare Secure hardware is the same and is configurable by the installation engineer (all hardware is re-usable, however you cannot upgrade an Intruder product to a Fire product).

<sup>5</sup> A new Redcare GSM Roaming STU is required when an upgrade is performed, although this may be free if the Redcare Classic contract is at least one year old, ask your ARC about 'grade for grade'.



## Part 2

## Redcare GSM Roaming

Redcare GSM Roaming provides the best grade 4 alarm signalling protection your customers can buy. Combining proprietary signalling over a phone line path with a backup mobile signal, Redcare GSM Roaming ensures that your customers' homes and businesses are covered at all times.

In the event that both signal paths fail, Redcare GSM Roaming sends a separate failure alert for each path to the ARC.

Redcare GSM Roaming exceeds current British and European standards, and is specified by insurers as part of their requirement for an accepted alarm signalling system.

## Features

Redcare GSM Roaming benefits from...

### Intelligent Roaming SIM

Redcare GSM Roaming's mobile signal path makes use of our intelligent Roaming SIM. It automatically switches between the main UK mobile networks for the best signal possible.

### Redcare signalling over a phone line

Redcare GSM Roaming doesn't need a dedicated phone line and works even if the line it shares is busy. If for any reason that line is cut, the ARC will be alerted within 40 seconds.

### Third party certification

Redcare GSM Roaming has LPS 1277 certification from the LPCB, so you know you're making the best choice for your customers.



## The number one recommendation from OSS Security

Having recommended Redcare GSM Roaming to customers for over 10 years, OSS Security decided to test it against competitors to ensure their customers were getting value for money. The result? Redcare GSM Roaming came out on top for reliability, level of protection and value for money.

It continues to be OSS Security's top recommendation to clients including luxury hi-fi retailers, transport companies, leading hotels and multi-million pound homeowners.

"We decided to put Redcare GSM to the test and it was by far and away the winner, in terms of reliability and protection. Following our product review and testing, Redcare GSM will continue to be the only recommendation to our customers."

**Julian Davies,**  
Director, OSS Security

## Part 3

## Redcare Classic

Redcare Classic is the most widely used alarm signalling system in the UK and it's not hard to see why. Ideal for locations where a mobile signal is poor or unavailable, Redcare Classic uses an existing phone line as its signal path, alerting ARCs within 40 seconds if the line is cut.

This grade 4 system is third party certified and exceeds both European and British standards, making it the perfect choice for customers who need reliable protection without compromise.

## Features

Redcare Classic benefits from...

### Redcare signalling over a phone line

Redcare Classic doesn't need a dedicated phone line and works even if the line it shares is busy. If for any reason that line is cut, the ARC will be alerted within 40 seconds.

### Third party certification

With LPS 1277 certification from the LPCB, you can feel confident that you're making the best choice recommending Redcare Classic to your customers.



## Proven protection for Dunfermline Athletic Football Club

When an intruder was found near Dunfermline Athletic Football Club in the middle of the night, police believed he intended to commit theft – and he was convicted with the help of Redcare.

Although telephone and power lines at the club had been cut, Redcare Classic's reporting kicked in and alerted the emergency services. They were able to attend and find the intruder on the premises. That meant they could convict him of being in the vicinity and prepared to commit theft.

"We have been with Redcare from the very start, and we are more than happy with the product. We always use Redcare, because although other signalling systems are good, you can sleep easy at night knowing your customer is surrounded by Redcare installations."

**Graham Steedman,**  
Managing Director, Premier Services (Fife) Ltd.

## Part 4

## Redcare Secure

The Redcare Secure system gives you and your customers a choice of paths and alarm signalling grades to suit any environment.

The dual path system – combining mobile and phone line paths – means that if one signal fails, a backup kicks in, meaning your customers are protected, no matter what. The combination of mobile phone technology and phone line signalling makes Redcare Secure one of the most reliable options available.

**Redcare Secure 2** offers grade 2 alarm signalling, using mobile technology for the primary path, with a phone line connection as a backup, secondary path.

**Redcare Secure 3** offers grade 3 alarm signalling, using mobile technology for the primary path, with a phone line connection as the backup, secondary path.

**Redcare Secure IP** offers grade 4 signalling, with an IP connection as the primary path, with a backup mobile connection as the secondary path.

## Features

Redcare Secure products benefit from...

### Intelligent Roaming SIM

Redcare Secure's mobile signal path makes use of our intelligent Roaming SIM. It automatically switches between the main UK mobile networks for the best signal possible.

### Flexible upgrade options

We know your customers needs change over time, so we've developed Redcare Secure to adapt. It can easily be upgraded to a higher signalling grade, all while using the same equipment.

### Remote upload/download

Redcare Secure provides access to most panels via secure wireless or IP path with our upload/download tool, giving you easy access to remote diagnostics and servicing.

### Third party certification

Both Redcare Secure IP and Redcare Secure 3 have LPS 1277 certification from the LPCB, so you know you're making the best choice for your customers.



## A perfect solution for Pets at Home

For UK retailer Pets At Home, security is a prime concern. Keeping more than 300 stores around the UK safe and secure is a big task.

When they decided to update their system and turned to alarm company Aspro Crest, who immediately recommended Redcare's Secure IP product.

*"As well as needing totally reliable security, Pets At Home were keen to reduce costs in today's competitive market, and Redcare Secure IP provided the ideal solution. The level of support from BT Redcare was absolutely superb. We really couldn't have wished for anything better. Our deployment went ahead so successfully and seamlessly that our customer hardly noticed the change going ahead."*

**Nick Robinson,**  
Managing Director, Aspro Crest

## Part 5

## Redcare Secure Solo

For protection without compromise, Redcare Secure Solo is our most cost effective, grade 2 alarm signalling system. Available anywhere with a good mobile network signal, Redcare Secure Solo is ideal for sites where a telephone line isn't present.

Better still, as your customers' needs grow, Redcare Secure Solo can easily be upgraded to a dual-path system. Thanks to its use of mobile technology, it can even be moved from location to location.

If for any reason Redcare Secure Solo's mobile signal path is interrupted, you'll be notified, so you and your customers will never be left in the dark.

## Features

Redcare Secure Solo benefits from...

### Intelligent Roaming SIM

Redcare Secure Solo's mobile signal path makes use of our intelligent Roaming SIM. It automatically switches between the main UK mobile networks for the best signal possible.

### Remote upload/download

Redcare Secure Solo can be easily accessed with our remote upload/download tool, giving you diagnostics and servicing options, all without setting foot on site.

### Flexibility for every environment

Redcare Secure Solo is the perfect solution for mobile assets. It can be installed on boats, heavy machinery and catering trailers, as well as construction sites, vacant properties, remote buildings, cabins and outbuildings. We'll let you know if something's wrong, wherever it's located.

### Third party certification

Redcare Secure Solo has LPS 1277 certification from the LPCB, so you know you're making the best choice for your customers.



## Cost-effective protection for Blush and Blow

Planning a large and luxurious London hair and beauty salon is a major challenge. To add to this, Salon owner Bridget O'Keeffe's landlord in New King's Road requires tenants to use BT Redcare security products, but she was happy to oblige.

Barrs Security headed by Simon Grist, will be installing Redcare Secure Solo to provide all Blush and Blow's security needs.

"We like working with BT Redcare – we looked at a competitor previously, but the products just didn't work as well. Also, with Redcare, you get 24-hour technical support 365 days of the year, so if your engineer is out on an installation and has a small query, there's help on hand immediately."

**Simon Grist,**  
Barrs Security








Protecting businesses  
with our Fire products

## Part 1

## Fire products guide

All products are fitted with a Roaming SIM as standard, where applicable. Secure Fire products can be used for Intruder and Fire alarm signalling as they have third party certification for both when installed to standards. No dedicated line is required for any BT Redcare product. BT Redcare products are 21CN ready and broadband compatible.

Product	What does it look like?	What grade?	LPS 1277	Primary path fault reporting to ARC time (please read full specification)	Single or dual-path?	Openreach line required <sup>1</sup> ?	Upgradable?	Hardware supplied with connection?	How many channels/inputs?	Plug-on ready?	Extended format signalling?	Supports panel remote servicing (UDL)?
Redcare Classic Fire (24V)		4	Certified	40 seconds	Single-Path	Yes	N/A	Ordered separately	3	N/A	N/A	N/A
Redcare Secure Fire IP (12-24V)		4	Certified	3 minutes	Dual-Path	No	N/A	Yes	16	N/A	Yes <sup>2</sup>	Yes <sup>2</sup>
Redcare Secure Fire (12-24V)		3	Certified	55 minutes	Dual-Path	No	Yes to Secure Fire IP	Yes	16	N/A	Yes <sup>2</sup>	Yes <sup>2</sup>

A signal strength survey is highly recommended for all Redcare products (except Redcare Classic) prior to ordering. A minimum of 12 in CSQ (-89/-90 dBm) is recommended for reliable operation.

<sup>1</sup> The customers' telephony and or broadband may be provided by a non-BT operator. To check existing Redcare Classic Fire availability, please visit: [www.redcare.bt.com/installers/network.html](http://www.redcare.bt.com/installers/network.html)

Redcare connection is usually completed within 48 hours upon your Alarm Receiving Centre's order with us.

<sup>2</sup> Most intruder panel makes and models supported on most industry protocols (SIA, FF and CID). Fire panels in development. Can be used for intruder and fire signalling as has third party certification for both when installed to standards.

## Part 2

## Redcare Fire

Whatever fire alarm signalling needs your customers have, the Redcare Fire range is designed to give you a solution you can feel confident in recommending.

Whether it's our grade 4 Redcare Fire Classic, or our dual-path systems – Redcare Secure Fire IP and Redcare Secure Fire – reliability and great support comes as standard.

**Redcare Fire Classic** is a grade 4 system that works with an existing phone line. It's an ideal option where mobile network coverage is poor.

**Redcare Secure Fire IP** is a dual-path, grade 4 system, that provides even more peace of mind. It uses an IP connection as its primary signal, with a backup mobile signal that's always ready to kick in.

**Redcare Secure Fire** is a grade 3 system that uses a mobile connection as its primary signal, with a backup secondary signal provided by a phone line connection. It's ideal for medium to low risk sites.

## Features

Redcare Fire products benefit from...

### Intelligent Roaming SIM

Redcare Secure Fire IP and Redcare Secure Fire both make use of our intelligent Roaming SIM. It automatically switches between the main UK mobile networks for the best signal possible.

### Intruder and fire signalling with one device

Redcare Secure Fire products can be used for both intruder and fire signalling, making them great value for money for your customers.

### Third party certification

With LPS 1277 certification from the LPCB, you can feel confident that you're making the best choice when recommending Redcare Fire products to your customers.

### Regulatory compliance

Redcare Fire products are compliant with British and European standards for Fire Alarm Signalling and Redcare Secure Fire products for grade 4 and grade 3 Intruder alarm signalling. They also meet the mandatory requirements of the Construction Products Regulation (CPR).



## A clear choice for Cook Fire & Security Ltd.

With thousands of sites to look after, Cook Fire & Security Ltd., has plenty of experience in recommending alarm signalling systems. And, for more than 12 years, they've been recommending and converting customers to Redcare Secure products.

Praise for the product isn't the only thing Managing Director John Cook has to say, either. "The technical support is also fantastic – if we ever get stuck with something, our local BT Redcare support technician is very knowledgeable and reliable," he adds.

"BT Redcare is such a leading brand, it's like Hoover – the name that people use to refer to all of these kinds of products. Redcare Secure is a high quality, solid product and I have a huge level of confidence in it."

**John Cook,**  
Managing Director, Cook Fire & Security Ltd.

## Part 1

## Technical product information

### Security and Fire

### Redcare Classic

Redcare Classic and Redcare Fire	5th Generation STU and Fire STU
PSTN path working and it fails: fault reporting	40 Seconds
Continuous monitoring using Low Tone	Yes
Polling frequency	2 Minutes
Signalling encryption	Redcare proprietary signalling
EN grade	4
ATS value	5
LPS 1277 3.0 certification - Redcare Classic	Cert No. 1270a
LPS 1277 3.0 certification - Redcare Classic for Fire	Cert No. 1270b

### Security

### Redcare GSM Roaming

Both paths working, PSTN path fail: fault reporting	40 Seconds
Both paths working, radio path fails: pin 8 fault reporting	3 Minutes
Only radio path working and it fails: fault reporting	3 Minutes
Only PSTN path working and it fails: fault reporting	40 Seconds
Both paths failed simultaneously: 1st fault reporting	40 Seconds
Both paths failed simultaneously: 2nd fault reporting	3 Minutes 30 Seconds
Continuous monitoring using Low Tone	Yes
Polling frequency	2 Minutes
Signalling encryption	Redcare Proprietary Signalling
GSM availability	99.95%
GSM frequency	900/1800Mhz
EN grade	4
ATS value primary	5
ATS value secondary	4
LPS 1277 3.0 certification	Cert No. 1270a



## Part 2

## Security

## Redcare Secure and Secure Solo

Product	Secure 2	Secure 3	Secure IP	Secure Solo
Both paths working, PSTN/IP path fails: fault reporting	2 Mins	2 Mins	3 Mins	N/A
Both paths working, radio path fails: fault reporting in up to	55 Mins	55 Mins	13 Mins	N/A
Only radio path working and it fails: fault reporting in up to	55 Mins	55 Mins	3 Mins	5 Hours 15 Mins
Only PSTN/IP path working and it fails: fault reporting in up to	25 Hours	4 Hours	3 Mins	N/A
Both paths failed simultaneously: 1st fault reported in up to	55 Mins	55 Mins	3 Mins	N/A
Both paths failed simultaneously: 2nd fault reported in up to	25 Hours	5 Hours	3 Mins 30 Secs	N/A
Signalling encryption	Triple-DES <sup>1</sup>	Triple-DES <sup>1</sup>	Triple-DES <sup>1</sup>	Triple-DES <sup>1</sup>
GSM frequency	900/1800/2100Mhz	900/1800/2100Mhz	900/1800/2100Mhz	900/1800/2100Mhz
EN grade	2	3	4	2
ATS value primary	ATS4	ATS4	ATS5	ATS3
ATS value secondary	ATS3	ATS4	ATS4	N/A
LPS 1277 3.0 certification	N/A	Cert No.1270c	Cert No.1270c	Cert No.1270c

## Fire

## Redcare Secure Fire IP and Secure Fire

Product	Secure Fire IP	Secure Fire
Both paths working, PSTN/IP path fails: fault reporting	3 Mins	2 Mins
Both paths working, radio path fails: fault reporting in up to	13 Mins	55 Mins
Only radio path working and it fails: fault reporting in up to	3 Mins	55 Mins
Only PSTN/IP path working and it fails: fault reporting in up to	3 Mins	5 Hours
Both paths failed simultaneously: 1st fault reported in up to	3 Mins	55 Mins
Both paths failed simultaneously: 2nd fault reported in up to	3 Mins 30 Secs	4 Hours
Signalling encryption	Triple-DES <sup>1</sup>	Triple-DES <sup>1</sup>
GSM frequency	900/1800/2100Mhz	900/1800/2100Mhz
EN grade	4	3
ATS value primary	ATS5	ATS4
ATS value secondary	ATS4	ATS4
LPS 1277 3.0 certification	Cert No.1270d	Cert No.1270d

<sup>1</sup> Triple DES is a strong form of encryption that allows sensitive data to be securely transmitted over networks.

## FAQs

### **Do I need a dedicated BT phone line for Redcare Classic and Redcare GSM Roaming?**

Redcare Classic and Redcare GSM Roaming can work on an existing phone line or broadband (including BT Infinity) without the need for a filter. You won't need to provide or install an extra line – so you'll save you time and your customers will save money.

### **Is a block terminal mandatory when fitting BT Redcare?**

A block terminal isn't mandatory. You may choose to have a BT Redcare block terminal installed to simplify alarm installation. However, connection of the STU to the line, without using a block terminal is also an option.

### **Will Redcare Secure need a dedicated BT line?**

Redcare Secure will work on any existing phone line or broadband line, whether it's provided by BT or another service provider. Redcare Secure 2 and 3 will require an ADSL filter which is both inexpensive and easily purchased from our Installer Shop.

### **Is the BT Roaming SIM any different to the one offered by competitors?**

Yes – our Redcare Roaming SIM uses any of the UK mobile phone networks and always selects the best network available. If this network becomes unavailable, the Roaming SIM will automatically select the next best network available.

### **Are Redcare Classic and Redcare GSM Roaming grade 4?**

Yes – Redcare Classic and Redcare GSM have always provided grade 4 signalling. Alarm messages and polling are highly encrypted to EN grade 4 using BT Redcare proprietary encryption. Software and firmware anti-substitution measures to EN grade 4.

### **Will additional charges be made if a customer moves to a new premises?**

No! If your customer is moving premises and taking the same telephone number with them, there will be no additional charge.

### **Can I re-use Redcare Classic and Redcare GSM STUs?**

You can re-use Redcare Classic and Redcare GSM STUs as maintenance spares on a like for like basis. If your customer is moving or changing telephone lines for their BT Redcare service you can also arrange to use the existing Redcare Classic or GSM STU.

## Support directory

We're always here to help, whether it's with technical information or a product recommendation for a customer. Along with details of our 24/7 helpdesk, here are a few other Redcare numbers and email addresses you might need.

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### Support

Our products are some of the most reliable, but for those times when something does go wrong, or if you simply need a little more support with an installation, you can always call us. Our round-the-clock helpdesk means that there's always someone to help should you have a question or issue. Put simply, you can rely on BT Redcare 24 hours a day, 365 days a year.

### 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: [btinstallershop.com](https://btinstallershop.com)

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### Call us

0800 800 628 (and select option 3)

### Email us

[redcare@bt.com](mailto:redcare@bt.com)

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Visit us online [redcare.bt.com](https://redcare.bt.com)



Never compromise