



IQ Certification Program

Installation Quality Checklist

Customer(s): Please read through each statement carefully and check off the appropriate boxes. Both you and your demonstrator should initial after each section. If there is anything you don't understand, please ask your demonstrator.

Customer Satisfaction

All Users of the System:

- Are trained in the proper operation of the system
- Have appropriate simple operating instructions
- Know how to cancel accidental alarm activation
- Know how to test the system, including communications with the central station
- Have the cancellation code
- Have the central station phone number
- Have the service phone number(s)
- Are satisfied with the work completed

Customer Initials _____

Demonstrator Initials _____

System Test and Checkout

As the customer, I understand that:

- The system arms/disarms at/to all levels of protection
- All warning decals and yard signs are placed
- All installed panic/medical activations will cause an audible alarm
- My system may be affected by pets and I agree to contact my company if I acquire any additional pets
- All silent alarms use two action activation or distinctively coded activation (*if applicable*)
- There is sufficient sound on all audible alarms to alert any occupants with normal hearing
- I have **chosen/declined** (*circle one*) a 7 day training period, if the option is available to me

Customer Initials _____

Demonstrator Initials _____

Installation Quality

The Installation Professional has explained and assured that:

- All equipment and wiring methods used meet IQ Certification standards
- All sensors were tested and performed satisfactorily
- All features of the system have been tested
- All devices are neatly and firmly in place
- All power consuming devices are point identified unless otherwise noted.
- All NFPA, state, and local codes were adhered to
- Connections to the telephone network were made according to federal tariff regulations (*if applicable*)
- All motion sensors are properly applied and walk tested for coverage
- There is sufficient standby power for the system
- All exterior annunciators are set to silence automatically in accordance with local code requirements (*if applicable*)
- Primary system power has been checked and is not on a switched circuit, and is secured to the outlet
- Fire/smoke alarm has been tested according to manufacturer testing procedure (*if applicable*)
- Protected openings have been tested to ensure that siren sounds and central station is notified.
- Backup battery has been tested in alarm condition

Customer Initials _____

Demonstrator Initials _____

Important: The IQ Certification Board, in performing functions in accordance with their objectives, assume or undertake to discharge any responsibility of the installing or monitoring company or any other party. The opinions and findings of the IQ Certification Board represent its professional judgment given with due consideration to the necessary limitations of practical operation and state of the art at the time the IQ Certification Guidelines are approved. The IQ Certification Board shall not be responsible to anyone for the use or reliance upon this program for any reason. The IQ Certification Board shall not incur any obligation or liability for damages, including consequential damages, arising out of or in connection with the use, interpretation of or reliance upon this program.

A MESSAGE FROM THE INSTALLATION QUALITY CERTIFICATION BOARD OF DIRECTORS: The Installation Quality (IQ) Certification Board consists of alarm industry, public safety and state regulatory and insurance officials. IQ Certified Companies agree to abide by IQ policies and guidelines for alarm system installation and equipment, which are designed to reduce false alarms. The IQ Certification Board can take disciplinary action against an IQ Certified Company, which fails to comply with IQ policies and guidelines. The IQ Certification Board cannot hear inquiries, billing disputes, contract disputes, pricing problems, or any other item not specifically covered by the IQ policies and guidelines. If you believe an IQ Certified Company has not complied with an IQ Policy or Guideline, you may submit the issue in writing to the IQ Certification Board, 3718 West Lake Road, Erie, PA 16505 or by fax at 814-838-5127. Please specify: the name and address of the IQ Certified Company; the specific requirement(s) not met (a copy of the IQ Policies and Guidelines is available from the above IQ address); how you attempted to resolve this with your IQ Certified Company; how your IQ Certified Company responded to your attempted resolution; and your name, address, phone number and e-mail address. By submitting an issue to the IQ Certification Board, you authorize the Board to inspect the certified company's IQ compliance records relating directly and solely to the issue specified.

Each of the above points have been explained to my satisfaction and I am satisfied that the installation is complete and that the system works to my satisfaction.

Customer (Print Name)

Signature

Date

IQ Certified Demonstrator (Print Name)

Signature

Date