

Welcome To Your New Security System

We thank you for choosing SMS Security to look after your Home, Business and Personal Protection.

Available on our website www.smsecurity.com.au is a range of User Guides both for CCTV and Alarm systems. Please feel free to use this at any time. If you are unsure of your system type, please call 9302 0000 and ask for the Service Department.

Customer Service

We provide customer service 24/7. If you ever need assistance with your alarm or camera system, please don't hesitate to call. After hours your call will divert to a mobile, so please stay on the line. If we cannot find a suitable solution for the problem over the phone we will organize a time for one of our professional technicians to attend your property as soon as possible.

Batteries

The battery in your alarm is a 12V, 7 Amp deep cycle battery. Similar to your car's battery, this charges constantly and will always be ready for use in the event of a power failure. You don't need to do anything in a power outage - the alarm switches to battery automatically. The battery will power your alarm for approximately 40 hours and in most cases will last up to 5 years.

If there is anything we can help you with over the next few days while you get used to your New Security System, please let us know.

If your alarm is Monitored, our Monitoring Control Room number is contactable 24/7 on 1300 884 111. Our Control Room Operators will not speak to you unless you can quote your password. This was supplied to us by you at point of Installation. If you are unsure of your password please contact us.

For all other enquiries please contact our office 9302 0000 to speak to one of our friendly staff.

