The only quality control program for installations, maintenance and service of electronic safety systems.
The Gold Standard for High-Quality Installations

As the only quality control program for installations, maintenance and service of electronic safety systems, IQ Certification serves as a badge of honor for companies that have met the program's criteria to earn certification. IQ Certified companies are able to develop positive relationships, a positive revenue stream and positive customer feedback – the three main ingredients for running a successful business.

Commercial

Residential

Taking the Industry to the Next Level

IQ Certification is based on a simple principle: Systems that are designed properly with the proper equipment, installed properly by trained technicians, monitored properly and operated properly by trained users typically operate without fault or failure for years.

Just as quality benchmarks for manufacturing, retail and service have helped their respective industries, IQ Certification raises the professionalism and profile of the security and life safety industry as a whole.

In order to be IQ Certified, companies pledge to adhere to a stringent code of ethics and to provide top-notch maintenance and service. They also must train their employees in industry-recognized programs, meet all licensing requirements and carry proper insurance coverage. Most importantly, companies must demonstrate that they are meeting these requirements annually in order to be re-certified.
What IQ Means for Your Company
If you're looking for a way to set yourself apart from your competition, IQ Certification is a great differentiator. When your company earns IQ Certification, you'll have happier customers who have greater faith in their systems and in your company. Your technicians will be free to focus on revenue-generating jobs, rather than non-revenue-generating warranty work – saving your company both time and money.

IQ also supports you with marketing materials and helps improve your relationships with local law enforcement and life safety organizations.

What IQ Means to Public Safety
IQ is working to improve relations between the alarm industry and public safety officials. Law enforcement and life safety organizations are concerned with the number of false dispatches that they respond to each year. The IQ benchmarks, including installation and end user guidelines, are not only good for your business, but fewer false alarms are a product of conducting business as prescribed under the IQ Certification Program.

What IQ Means to Consumers
IQ Certification provides consumers with a way to identify alarm companies that are proactively addressing quality security system installations. As a result of the IQ guidelines, systems installed by IQ Certified companies reduce the number of user-caused false alarms – also reducing the possibility of hefty fines or non-response by law enforcement agencies.

If end users are properly trained on how to use their systems correctly, they are more likely to continue to use it for years. Conversely, if consumers are not properly trained to use their system or are not comfortable with its use, their frustration will lead them to not use their systems and possibly talk negatively about the company that installed it. Just as good word of mouth can lead to increased profits, this bad word of mouth can have a negative impact on your bottom line.

The IQ Certification Board is continually working to raise awareness of the program among consumers, which increases the value of your certification.

IQ Certification Guidelines
IQ standards and guidelines are based on standard business practice and industry standards. Developed by an independent third-party, these guidelines ensure that IQ Certified companies meet the proper criteria in a number of areas, which include the following:

☐ **Company Guidelines** – These are policies and procedures companies must institute, including the development of a quality control team that focuses on identifying quality business practices and preventing and/or eliminating false alarms and unnecessary dispatches.

☐ **User Training Guidelines** – Companies are responsible for ensuring that each user is thoroughly trained in the proper operation of all equipment and accidental alarm procedures by an individual who is qualified to train system users.

☐ **Employee Training Guidelines** – Properly trained staff, including technicians, will install better systems, with the end result being fewer service calls and happier customers. Technicians must pass the industry approved courses.

☐ **System Design Guidelines** - Each system designer shall be trained on environmental factors that can impair the operation of a device, as well as the proper location and application of each device.

☐ **Equipment Guidelines** - All electronic security and life safety system equipment must be UL listed, FM or IRI approved or equivalent, used only for the purpose intended by the manufacturer and installed per the manufacturer's specifications. For example, technicians should ensure sufficient standby power is used and that control panels being installed meet CP-01 standards.

☐ **Installation Guidelines** - Any system installed in accordance with UL or FM specifications shall be considered acceptable under these standards. After the installation is completed, the entire system must be tested.

☐ **Monitoring Guidelines** - All systems shall be monitored by an IQ Certified monitoring center. Monitoring station dispatchers shall attempt to verify all burglar alarm signals, as well as all other signals that can be prudently verified, before requesting police dispatch.
How to Become IQ certified

Your company may already meet most of the requirements for IQ Certification. Whether you do or not, if you’re ready to take the next step toward IQ Certification, contact us for more information or for an application.

Contact information
IQ Certification Program
3718 West Lake Road
Erie, PA 16505
Phone: 866-833-8302 or 814-833-8306
Fax: 814-838-5127
info@IQCertification.org
www.IQCertification.org
IQ Certification Program
Application for Certification

Date: __________________________

Are you applying for Recertification?  □ Yes  □ No

What are you applying for?
□ Monitoring  □ Installation  □ Both

Contact Information

Name of Business/Legal Corporate Name:

Owner(s)/Proprietor(s)/CEO/Other:

Street Address (for each location; attach an additional sheet if necessary):

<table>
<thead>
<tr>
<th>City:</th>
<th>State/Province:</th>
<th>Zip/Postal Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number:</td>
<td>Fax Number:</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td>Website:</td>
<td></td>
</tr>
</tbody>
</table>

IQ Compliance Information

Compliance Officer:  Phone Number:

Email Address:

List the names and titles of the people on the Quality Control Team:

<table>
<thead>
<tr>
<th>Compliance Officer</th>
<th>Phone Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>List the names and titles of people on Quality Control Team:</td>
<td></td>
</tr>
</tbody>
</table>

IQ Monitoring Company Information

Name of IQ Certified monitoring company or companies (if more than one attach information):

Point of Contact and title of position:

Street Address:

<table>
<thead>
<tr>
<th>City:</th>
<th>State/Province:</th>
<th>Zip/Postal Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number:</td>
<td>Fax Number:</td>
<td></td>
</tr>
</tbody>
</table>

Business Information

Are you a licensed business entity for all jurisdictions for which you do business and where licenses are required?  □ Yes  □ No

License Numbers (if applicable):  Attach Copy of License(s) for all areas you are applying for

Business Information

Are you a licensed business entity for all jurisdictions for which you do business and where licenses are required?  □ Yes  □ No

License Numbers (if applicable):  Attach Copy of License(s) for all areas you are applying for

If you answer yes to any of the following four (4) questions; the IQ Certification Board will contact you:

1. Are there any past or pending license revocation actions?  □ Yes  □ No
2. Are any members of your organization under indictment at this time?  □ Yes  □ No
3. Are there any outstanding unpaid judgments against your company?  □ Yes  □ No
4. To the best of your knowledge, has any member of your organization ever been convicted of a felony or crime of moral turpitude?  □ Yes  □ No

Do you have insurance for:

Liability  □ Yes  □ No, (if Yes, Company?)

Completed Operations  □ Yes  □ No, (if Yes, Company?)

Errors & Omissions  □ Yes  □ No, (if Yes, Company?)
Attachments

Include along with this signed and competed application, copies of each:

☐ Signed copy of Compliance Officer Certification Form signed by the IQ Compliance Officer and the Company CEO

☐ Copy of signed insurance certificate

☐ Signed copy of the IQ guidelines signed by the IQ Compliance Officer and the Company CEO

☐ Copy of a written company policy that requires IQ Certification compliance by all employees. Needs to be signed by IQ Compliance Officer named above, and the company CEO

Affiliations

Are you a member of the Electronic Security Association (ESA - formerly known as the NBFAA)?  ☐ Yes  ☐ No

(If not would you like information on joining?)  ☐ Yes  ☐ No

Are you a member of the Canadian Security Association (CANASA)?  ☐ Yes  ☐ No

(If not would you like information on joining?)  ☐ Yes  ☐ No

What other associations, if any, are you a member of?

______________________________

Signatures

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.

I hereby certify that the answers and any other information on this application and attachments are true and correct. I understand that, if accepted, any misrepresentation or omission of facts on my part will be justification for revoking my company's certification.

______________________________
Compliance Officer  

______________________________
Date  

______________________________
Business Owner/Authorized Officer  

______________________________
Date  

Return this completed application with appropriate materials to:

The Installation Quality Certification Board

3718 West Lake Road

Erie, PA 16505

Phone: 866.833.8302 or 814.833.8306

Fax: 814.838.5127

Copyright © 2013, The IQ Certification Program
Certification Officer Compliance Form

Is this application for Recertification?  □ Yes  □ No

This form must be completed and signed by the Compliance Officer named on the IQ Certification Program Application and attached to the application. Please complete in full and sign where indicated.

I hereby certify that...

1. All qualified alarm installers are trained to Level I or equivalent and meet all continuing education requirements to maintain that status.

2. All company advertising shall include the IQ Certification Program logo.

3. Upon formal IQ board notification of a situation preventing an IQ company from being in compliance with the IQ Guidelines, the company has 90 days to resolve the situation in question. Failure to do so shall result in immediate decertification as an IQ company.

4. Upon decertification (voluntary or involuntary) the company must remove the IQ Certification Program logo from all advertising, window displays, etc. at the company’s expense.

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.

I hereby certify that the answers and any other information submitted are true and correct. I understand that, if accepted, any misrepresentation or omission of facts on my part or on the company’s part will be justification for revoking my company’s certification. Upon decertification (voluntarily or involuntarily) the company must remove the IQ Certification Program logo from all advertising, window displays, etc. at the company’s expense.

_________________________________________  ______________________________
Compliance Officer  Date

_________________________________________  ______________________________
CE0/Authorized Officer  Date
Police Dispatch Rate Form

Dealers Only – Please return with application of certification/recertification

The Police Dispatch Rate represents the number of dispatches per system, per year. This rate includes response to burglar signals and duress signals. Law enforcement officers are dispatches by request of the monitoring station when an alarm is activated.

The police dispatch rate is a ratio between the number of times law enforcement officers respond to alarms, at the request of an alarm monitoring station, as compared to the number of systems in service.

The Police Dispatch Rate can be applied to each company, locally, and/or nationwide.

To calculate your Police Dispatch Rate use the following formula:

\[
\frac{\text{# of Dispatches}}{\text{# of Alarm Systems Permitted}} = \text{Police Dispatch Rate}
\]

Your company’s police dispatch rate: ________________________________
(# of dispatches per system, per year)

For what time period: ____________________________________________

Compliance Officer

______________________________          __________________________

CEO/Authorized Officer

______________________________          __________________________
IQ Guidelines Certification Form

Is this application for Recertification? □ Yes □ No

Copies of the Installation Quality Certification Policies and Guidelines may be downloaded from the IQ Program website at www.IQCertification.org, or by contacting the IQ Program office.

This form must be completed and signed by the Compliance Officer named on the IQ Certification Program Application and attached to the application. Please complete in full and sign where indicated.

I hereby certify that...

I have read and understand the IQ Certification Program Policies and Guidelines. As compliance officer / CEO (or authorized officer) for my company, I agree to abide by these Policies and Guidelines. I understand that if I or my company is found by the IQ Certification Board to fail to adhere to these policies and guidelines that my company's IQ Certification may be immediately revoked and that my company will have to remove the IQ logo from all company material and property at my company's expense.

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.

__________________________________________  __________________________
Compliance Officer  

__________________________________________  __________________________
CEO/Authorized Officer  

Date  

Date
CERTIFICATION RATE SHEET

INITIAL CERTIFICATION
$500
($250 application fee + $250 certification fee)
+ $50 per branch location

ANNUAL RE-CERTIFICATION
$250
+ $25 per branch location

CERTIFICATION SCHEDULE

IQ Certification is offered annually from July 1st to June 30th of the following year. For companies joining throughout the certification cycle, a pro-rated credit (of their annual certification fee) is applied towards their recertification in the following year.

Companies applying for certification should submit payment in full based on the Initial Certification chart above.

- For companies applying for certification from July through September they will receive (upon acceptance) certification for the current cycle.
- For companies applying for certification from October through December they will receive (upon acceptance) certification for the remainder of the current cycle, plus a 50% credit of their annual certification fee towards the next certification cycle.
- For companies applying for certification from January through March they will receive (upon acceptance) certification for the remainder of the current cycle, plus a 75% credit of their annual certification fee towards the next certification cycle.
- For companies applying for certification from April through June they will receive (upon acceptance) certification for the remainder of the current cycle, plus certification for the next certification cycle.

Credit eligibility (if applicable) is based on the date when the IQ Application is received at the IQ Offices.

CERTIFICATION INVOICE

$______________ Total Due

Company Name Here: ____________________________

Compliance Officer: ____________________________

*If paying by check, please make checks payable to IQ Certification Board.

*If paying by credit card, please fill out information below.

Please check one: ______ Visa ______ MasterCard ______ American Express

Card Number_________________________ Expiration: _____________

Name on card________________________

Signature__________________________
Quick Start to IQ Certification

Follow these 10 steps to IQ Certification!

1. Designate a staff member as the IQ Compliance Officer.
2. Assemble a Quality Control team for your company.
3. Review the IQ Certification Program Policies and Guidelines. Have the compliance officer and company officer sign the ‘IQ Guidelines Certification Form’.
4. Complete the ‘Application for Certification’. Have the compliance officer and company officer sign the form.
5. Complete the ‘Certification Officer Compliance Form’. Have the compliance officer and company officer sign the form.
6. Complete the ‘Police Dispatch Form’. Have the compliance officer and company officer sign the form.
7. On company letterhead, create a company policy that states the company intention for follow the IQ Guidelines. Have the compliance officer and company officer sign the policy.
8. Provide a copy of an insurance certificate naming the IQ Certification Board as an additional insured.
9. Submit a copy of appropriate state and local licenses.
10. Submit this entire application packet, including all above items along with Initial Certification fee of $500 to the IQ Certification Program offices at the address listed below.

Questions of how to apply? Call the IQ Certification Program offices at the numbers listed below and we will be glad to assist you in the application process!

Contact Information:
Installation Quality Certification Program
3718 West Lake Road
Erie, PA 16505

Phone: (866) 833-8302 or (814) 833-8306
Fax: (814) 838-5127
Email: Info@IQCertification.org
Website: www.IQCertification.org