



and Public Safety Organizations

INSTALLATION QUALITY
for Electronic Security and Life Safety

Quality Always Matters!

Contact us to learn more about the IQ Certification Program or to find companies in your area that have earned IQ Certification,



IQ Certification Program

3718 West Lake Road
Erie, PA 16505
Phone: 866-833-8302 or 814-833-8306
Fax: 814-838-5127
www.IQCertification.org



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The Gold Standard for High-Quality Installations

Whenever you see the IQ logo, you can be assured that the security alarm company is proudly meeting all certification guidelines and doing all they can to prevent unnecessary dispatches. The IQ logo is a symbol of professional, high-quality installation and service for security and life safety systems.

What is IQ?

The IQ Certification Board awards the Installation Quality Certification to companies that agree to observe the program's established technical and customer service standards of quality and ethics in providing electronic security and life safety systems.

IQ certified companies pledge to:

- Provide top-notch maintenance and service programs.
- Train their employees in industry recognized programs.
- Meet all licensing requirements.
- Carry proper insurance coverage.
- Re-certify every year.

The IQ Certification Board includes police and fire officials, experts from the insurance industry and the state regulatory community plus technical professionals from the alarm industry.

www.iqcertification.org



□ What IQ Means to the Public Safety Community

By earning IQ Certification, companies demonstrate that they are working to solve the problem of excessive alarm dispatches.

IQ Certified companies are working with local officials to serve and protect the community by ensuring that you won't be responding to unnecessary alarm dispatches. As part of the IQ code of ethics, IQ Certified companies also agree to adopt specific quality management and false alarm control measures on every alarm system they install.

Each IQ Certified company must form a Quality Control Team whose function is to identify, prevent and/or eliminate false alarms and unnecessary dispatches. They must also implement IQ's end user training guidelines that will reduce or eliminate the number of false alarms caused by user error.

□ Recommending IQ

As a leading false alarm reduction program in the country, IQ Certification also serves as a way for you to distinguish those companies that have implemented proactive steps to reduce false dispatches through quality system installations and end user education.

By knowing which companies are working to reduce false dispatches, IQ Certification provides you with a legal and ethical way to recommend quality companies to consumers.

□ Endorsed by FARA

The IQ Certification program is proud to be endorsed by the False Alarm Reduction Association (FARA), which is the professional association of government-employed police department alarm unit managers. Its 120 members include sworn officers and civilians in charge of local governments' false alarm reduction units.

T a k i n g t h e I n d u s t r y t o t h e N e x t L e v e l