



Installation Quality

IQ Certification Program
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Installation Quality Certification Program Policies & Guidelines

Introduction

The IQ Policies and Guidelines have been created by the IQ Certification Board under the authority of the IQ Certification Board Bylaws. Each of these policies and guidelines have been included for their proven effectiveness in running an effective program, increasing product quality, assuring the highest level of professionalism and reducing false alarms.

In order to receive and maintain IQ Certified status, your company must abide by these Policies and Guidelines at all times, on all installations, and during the length of the relationship with the customer. The company IQ Compliance Officer is responsible for initial and continuing compliance with these Policies and Guidelines.

In order to receive initial IQ Certification, a company must, as part of the application process, certify that it is in compliance with all IQ Policies and Guidelines by signing and returning this document along with the IQ Certification Application.

Please be sure to read all of the Policies and Guidelines carefully. If you have any questions regarding any of the Policies or Guidelines, please address them to the IQ Certification Board. Please also be sure to keep a copy of this signed document in your company's IQ Compliance Folder.

Policies

Installation Quality Certification Policies



1. Introduction

To help alarm companies that are proactively addressing the false alarm problem differentiate themselves from companies that are not, the IQ Certification Board has created the Installation Quality Certification program. This program will certify alarm companies that take steps to reduce false alarms and improve quality in the delivery of electronic security.

To achieve and maintain IQ Certification status, a company agrees to implement the IQ Certification Board's [IQ Certification Guidelines](#), provide written documentation that same has taken place, and apply for certification. Certification will be made by the IQ Certification Board using only the criteria set forth under the program, based upon submission of a signed pledge that the guidelines are being followed.

Once certified, a company must install and/or monitor every system following the Guidelines. Each system installed *and* monitored by an IQ Certified Company must follow the IQ Certification Guidelines on that install and monitoring.

The IQ Certification Board in performing its functions in accordance with its objectives does not 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 by anyone 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.

2. IQ Certification Board Responsibilities.

It is the responsibility of the IQ Certification Board to administer the IQ Certification Program. The IQ Certification Board approves all certification materials including but not limited to new company applicant forms, renewing applicant forms, the Installation Quality Checklist, certificates and logos in accordance with the IQ Certification Program Application Procedure.

The IQ Certification Board shall review each application for company certification as well as material submitted under the Company Application Procedure and make or deny certification based solely on the IQ Certification Guidelines established by the IQ Certification Board.

The Board shall develop and operate from a strategic business plan which shall include a budget. The IQ Certification Board shall, on an ongoing basis, review the IQ Certification Guidelines and make amendments as necessary.

3. Company Certification.

Application Procedure: To apply for status as an IQ Certified Company, a company must submit:

- A signed copy of the Compliance Officer Certification Form.
- A copy of insurance certificate naming the IQ Certification Board as an additional insured.
- A signed copy of the IQ Guidelines, signed by the IQ Compliance Officer and the Authorized Company Officer.

- A copy of a written company policy that requires IQ Certification compliance by all employees, signed by the IQ Compliance Officer and the Authorized Company Officer.
- A signed copy of the Police Dispatch Rate form.

AND have on file the following in an IQ Certification Application file:

- A signed Application for status as an IQ Certified Company.
- The name and title of the company or branch's IQ Certification Compliance Officer and evidence of required training.
- Evidence of completion of National Training School (NTS) Certified Alarm Technician (Level I) and all required continuing education to maintain certified status or equivalent training for all qualified installers of the company, one of whom must perform on-site inspection after the installation of each IQ Certified System.
- A signed copy of the IQ Certification Guidelines.
- Evidence of compliance with any required state, provincial and local licensing / registration (e.g. a photocopy of the license).
- A copy of a written company policy stating that the company agrees to comply with the IQ Certification Guidelines and that each employee is responsible for compliance.
- A copy of insurance certificate indicating coverage for Errors and Omissions and general liability in the amount of 1 million dollars per occurrence, and 2 million dollars aggregate.

IQ Certification Compliance Officer: Each IQ Certified Company or Branch shall employ an IQ Certification Compliance Officer who shall be responsible for the company's compliance with the Policies and Guidelines set forth by the IQ Certification Board. An individual may only serve as a Compliance Officer for one IQ Certified Company. The Compliance Officer shall:

- Maintain a file of copies of all application materials including evidence of training completion on an ongoing basis;
- Keep on file a completed copy of the Installation Quality Checklist for each system installed;
- Attend at least one (1) compliance officer call annually; and
- Have a customer's material that directly and solely relates to the IQ inquiry for that customer available to the IQ Certification Board for review in event of a formal inquiry from that customer.

Re-certification: To apply for annual re-certification, a company must submit an application for re-certification as well as any of the required certification materials which may have changed since the time of last certification or re-certification.

Any company which fails to re-certify within 14 months of its most recent certification shall be considered non-certified.

Fees and Benefits: The initial processing fee for a new applicant and re-application fees to be paid annually shall be determined by the Board of Directors. Once accepted as an IQ Certified Company, members will receive a standard compliance certificate and be authorized to use the Certificate and IQ Logos in advertising, sales promotions, municipal relations and other promotional uses while they remain members in good standing.

4. Reinstatement

Previously certified IQ Certified Companies can have their certification reinstated by completing the requirements for re-certification and paying a reinstatement fee to be determined by the Board of Directors. An application for reinstatement must be submitted within 6 months of the date on which the company became non-certified. For companies wishing to reinstate their certification after such 6-month period, they must apply as a "new" applicant and pay the applicable "new" applicant fees.

5. Enforcement.

The IQ Certification Board shall handle all inquiries regarding any alleged non-compliance with the Guidelines, including a company's right to appeal an adverse decision to a grievance committee appointed by the IQ Certification Board. The IQ Certification Board shall reasonably consider all inquiries regarding any alleged non-compliance and revoke certification based only on "official evidence" that the IQ Certification Guidelines are not being met. "Official evidence" shall mean a letter or other written communication from a governmental agency charged with regulating electronic security companies, which states that an IQ Certified Company has been fined or otherwise sanctioned or penalized for failing to comply with the applicable alarm licensing / registration statute, regulation or ordinance. Given reasonable notice, the IQ Certification Compliance Officer of the allegedly non-complying IQ Certified Company shall be made available to the IQ Certification Board or its designated inspectors for the purpose of investigating the alleged non-compliance.

Upon receipt of a formal inquiry regarding a specific company's alleged non-compliance, the IQ Certification Board will encourage the inquiring entity (whether it be another company or a governmental agency) to deal directly with the IQ Certified Company. If no resolution is reached, the Board shall require that the inquiring entity describe the nature of the alleged non-compliance, specifically identify which policies and/or guidelines were violated and provide a copy of the "official evidence" of such non-compliance. The Board shall then investigate the inquiry by examining the IQ Checklist for that entity and all other material that it deems relevant in connection with such inquiry. The Board shall encourage the IQ Certified Company who is being investigated to participate in the investigative process.

Following the completion of its investigation, the Board shall issue a ruling as to whether the IQ Certified Company is in compliance with the Guidelines. If the Board determines that the IQ Certified Company is not in compliance with the Guidelines, the Board shall provide written notice to such company, which notice shall state the nature of the non-compliance and require the IQ Certified Company to become compliant with the Guidelines within 21 days of receipt of the Board's notice and to notify the Board accordingly. IQ Certified Companies that fail to become compliant within such 21-day period (or such longer period as may be allowed by the Board in its discretion) shall have their certification revoked by the Board.

The use of the IQ certification designation and all IQ certification materials are for the express use of companies certified by the IQ Certification Board. Any use of IQ Certification materials or implication of IQ Certification by non-certified companies is strictly prohibited under the civil code of the United States, and violations will be pursued accordingly.

Appeals of Certification Denial and Revocation

Appeals involving the certification process, including appeals from decisions by the IQ Certification Board to either deny or revoke certification, shall be handled by an Appeals Committee. Members of the Appeals Committee shall be appointed by the IQ Certification Board and shall consist of one public law enforcement officer, one state regulator of the alarm industry and one government employee charged with responsibility for false alarm management. A Committee member's term shall last until that member has resigned or heard ten appeals, except that the initial members shall serve terms of 10, 13 and 17 appeals respectively in order to stagger committee member terms.

Guidelines

Guidelines for Installation Quality (IQ) Certification



Introduction:

Adherence to the IQ Certification Code of Ethics and the IQ Certification Guidelines are two of the conditions required for designation as an IQ Certified Company. These requirements are based, in part, on studies and field tests undertaken to determine the most effective means of false alarm control and an appreciation of the burdens created by false alarms. They are subject to revision as further experience and investigation may show is necessary or desirable.

The IQ Certification Board, in performing its functions in accordance with its objectives, does not 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 Guidelines are approved. The IQ Certification Board shall not be responsible to anyone for the use or reliance upon these IQ Certification Guidelines by anyone 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 these voluntary IQ Certification Guidelines.

Code of Ethics:

All companies participating in the IQ program and their employees, individually and collectively, agree to maintain the highest level of ethical conduct through adherence to the following code.

- a) We will further the public interest by contributing to the development of a better understanding and use of the capacities, abilities and technical skills of the electronic security and life safety industry of the United States of America and Canada and neighboring countries, and by accepting our responsibilities to the communities within which we live and work.
- b) We will present our qualifications to prospective clients solely in terms of our ability, experience and reputation and will strive continuously to improve our knowledge, skills and techniques to make available to our clients the benefits of our professional attainments.
- c) We will always be mindful of the trust placed in us by our customers and of our responsibility to render services at the highest level of quality.
- d) We will ensure that all of our employees are carefully oriented so that they will clearly understand company operations, policies and procedures and their relationship with subscriber companies and employees.
- e) We will apply uniform and equitable standards of employment opportunity and assure that the best possible use is made of the abilities, technical and other, of our employees regardless of race, creed, color, sex or age.
- f) We will endeavor to provide opportunity for the professional advancement of those employees who enter the electronic protection industry by assisting them to acquire additional knowledge and competence in their technical skills and to keep up with significant advances in the state of the art.
- g) We will maintain a wholly professional attitude toward those we serve, those who assist us, toward other firms in the industry, toward the members of other professions, and toward the practitioners of allied arts and sciences.
- h) We will respect the reputation and practice of other firms in the electronic security and life safety industry, but we will expose, without hesitation, conduct which may be unethical to the proper IQ Certification Board authority.

- i) We will support all reasonable individual and cooperative efforts among alarm users, the police, fire officials, government and the electronic security and life safety industry to reduce false or unnecessary police and fire dispatches.
- j) The registration / licensing of Alarm systems / users is a key component to the successful reduction of false alarms in the electronic security system and electronic / life safety system false alarm reduction programs.

Guidelines:

1. IQ Company Guidelines

- a) Each IQ Certified Company shall be in compliance with all state/provincial and local regulations within 14 days or within the time frame permitted by the applicable legislation.
- b) Each IQ Certified Company shall form a Quality Control Team whose function is to identify, prevent, and/or eliminate false alarms and unnecessary dispatches. Companies with five or fewer employees should obviously involve everybody in the direct effort. Larger companies will want to include at least one key person from each of the separate departments (management, sales, installation, service and monitoring). The names of the employees comprising the Quality Control Team shall be submitted upon initial certification and then after annually to the IQ Certification programs.
- c) The Quality Control Team shall evaluate all new equipment for potential problems and reevaluate all equipment in use for evidence of problems.
- d) The Quality Control Team shall develop and implement design features and technology aimed at eliminating user mistakes by making the system, to the extent possible, "goof proof." Using pre-alarm buzzers and lights, alarm abort features and/or swinger shunts, can give users every opportunity to avoid mistakes and to promptly correct any they do make before the police or firefighters are dispatched.
- e) The Quality Control Team shall develop procedures to resist the creation of different operating programs for each system and encourage the standardization of system indicators and operation.
- f) The Quality Control Team shall institute a policy that requires affirmation that a system is in test mode before technicians begin work on any system previously known as in service or active.

2. IQ User Training Guidelines

- a) Each user of an electronic security and life safety system shall be provided with appropriate instruction sheets including simple operating procedures and procedures to be followed in the event of an accidental alarm.
- b) Each user shall be thoroughly instructed in the proper operation of all equipment and procedures to be followed in the event of an accidental alarm by an individual properly trained to train system users.
- c) For every installation, the user shall be informed that the installation was performed following IQ Certification techniques. Each user shall be present when the IQ Certification Checklist is completed, and each line of the checklist shall be explained to the user before it is checked.
- d) Each user shall be instructed, in writing, of procedures to follow to test battery standby power. Exception 1: When the system will test the battery automatically at least every 24 hours. Exception 2: Supervised wireless devices that report low voltage, locally and/or remotely, at least 60 hours prior to device failure or false alarm due to low battery voltage.
- e) All customers shall be given the option of a five (5) day "training period" during which dispatch requests will not be made to law enforcement.
- f) Multi-Family System:
 - i) For the purposes of these guidelines a multi-family system shall be defined as a system installed in a residential structure containing three or more individual living units with independent kitchen and bathroom facilities, whether designed as apartment buildings, tenements, condominiums or garden apartments and where each living unit is provided with an independent security alarm system. The requirements for User Training contained in sub-clauses 2a, 2b, 2d, and 2e above shall be provided for each new user of the security alarm system.
 - ii) For every installation, the user shall be informed that the installation was performed following IQ Certification techniques. Each user shall receive a telephonic review of the IQ Certification Checklist, and each line of the checklist shall be explained to the user before it is checked. Upon completion of the checklist review, a copy of the completed checklist shall be provided to the user.

3. IQ Employee Training Guidelines

- a) Training programs shall provide all employees assigned to train users with the knowledge to teach subscribers how to operate their systems. In addition, all employees shall be provided with at least one hour per month of training, appropriate to their responsibilities including but not limited to;
 - i) false alarm causes and solutions.
 - ii) awareness of their responsibilities to the user.
 - iii) the requirements of the IQ Certification Program, including the IQ Certification Guidelines.
- b) All qualified installers shall be National Training School (NTS) or CANASA Level 1 Certified Alarm Technicians or equivalent. Each IQ Certified System must have at least one qualified installer on-site to inspect the completed installation and a qualified representative of the company shall complete the IQ Checklist with the customer.
- c) Technical assistance and training, including technical classes at sales meetings as often as necessary, shall be provided to sales personnel to help avoid misapplication.

4. IQ System Design Guidelines

- a) Each system designer shall be a trained individual who is familiar with the environmental factors that can impair the operation of a device shall determine the proper location and application of each device.
- b) Each company is encouraged to develop a checklist for sales personnel to help them determine where and where not to use particular pieces of equipment shall be developed and utilized.
- c) All power consuming devices in the alarm system must be point identified.
- d) Each system design shall take into account the presence of pets, and customers shall be informed of the special design techniques involved when pets are a design factor.

5. IQ Equipment Guidelines

- a) All electronic security and life safety system equipment must be UL/ULC/C-UL listed, FM, ETL, or IRI approved or equivalent, used only for the purpose intended by the manufacturer and installed per the manufacturer's specifications.
- b) All panic or medical emergency alarm activation's shall cause an audible alarm.
- c) All holdup alarms (requiring push button activation) must use simultaneous 2 button activation or a keyed or coded manual reset after activation.
- d) Any electronic security and life safety system that has a touchpad or other device designed to allow the user to activate the alarm (when in the disarm mode) must be configured as follows: panic, fire and medical emergency alarms must be audible; duress or holdup alarms can be silent. Duress codes shall be dramatically different from user codes.
- e) All audio detection devices shall either be volumetric sound detectors with central station operator analysis or detectors that require two different inputs in within one-half second to generate an alarm.
- f) Every residential electronic security and life safety system control panel shall have either: a) push on/off connectors to the battery and a description of the transformer location permanently affixed to the inside of the control panel; or b) an on/off switch that disconnects the battery and transformer from the central processing unit inside the control panel.
- g) Every electronic security and life safety system shall use a control panel listed as meeting the SIA CP-01 control panel standard.
- h) Every electronic security and life safety system shall have standby power sufficient to operate the system in non alarm status without being the cause of an alarm activation for a minimum of four hours.
- i) Every electronic security and life safety system shall have a supervised standby power supply that causes a local annunciation when standby power falls below the manufacturer's recommended specifications.
- j) Any residential system with an audible alarm shall have a sufficient number of sound generating devices to alert or awaken all normal hearing occupants within the alarm site that an alarm has been activated.
- k) All intrusion alarm audible devices shall automatically silence no more than 30 minutes after activation. Exterior intrusion alarm audible devices shall not be activated more than three times from the same device in a single arming period unless the cause of the activation is known and corrected.

6. IQ Installation Guidelines

- a) Any system installed in accordance with UL ULC/C-UL or FM specifications shall be considered acceptable under these standards.
- b) All work shall be completed in a neat and orderly manner.
- c) Electronic security and life safety system equipment shall be securely mounted to the building structure. A suitable moisture barrier shall be provided between equipment and exterior masonry walls.
- d) All wiring is to be in accordance with applicable NFPA codes and standards and any state, provincial, or local regulations.

- e) All detection circuit wiring shall have conductors not smaller than 22 AWG.
- f) Transformers shall be properly affixed to an electrical outlet. In Canada the transformers should be approved and installed in accordance with the requirements of the local authority having jurisdiction.
- g) Wiring between a battery or power supply to a notification device shall be of a sufficient gauge to not have a voltage drop of more than 15 %. When operating on backup power, the voltage measured at the notification device shall not be less than the minimum operating voltage specified by the manufacturer.
- h) All splices shall be twisted, “hot” soldered and covered with electrical tape or secured with solderless crimp connectors. Connection wires to screw terminals shall be made using either a crimp or solder type spade lug. Terminal boards with clamping washers will not require a spade lug or soldering. Solderless crimp connectors shall be crimped with a tool recommended by the manufacturer.
- i) Where grounding is required or desirable, the system shall be grounded under NEC (National Electrical Code), UL or manufacturer’s standards.
- j) All connections to the public telephone network will be in accordance with existing tariff regulations and guidelines. All connections to a public switched telephone network shall include, at a minimum, a simple method for the alarm user to disconnect the system from the phone network. This means of disconnection shall detect unauthorized disconnection, automatically restore all phones that are connected through system equipment and prevent alarm signals from being sent via the phone network to the monitoring station
- k) Every electronic security and life safety system using a digital communicator shall have a proper telephone interface device as required by the FCC or Industry Canada, accessible to the alarm user and mounted within 24 inches of the control panel.
- l) Procedures to prevent or cancel exit/entry false alarms (Extended delay times, use of delays before dialing, use of cancel codes, etc.) shall be utilized.
- m) Each system is to be tested completely after installation. Test is to include operation on backup power.
- n) At the conclusion of each installation, a qualified company representative shall review with the customer the IQ Certification Checklist and explain each line of the list before it is checked off. One Checklist must be completed by a supervising installer for each installation.
- o) Wires should be tagged when being installed and not afterwards.
- p) All devices should be installed with a single continuous cable run not containing any splices, wherever possible.
- q) Wiring should not be subjected to stressed, ninety-degree bends.
- r) Where wiring passes over any sharp surface it should be mechanically protected and secured against damage.
- s) Wiring should be spaced twelve (12) inches or more from any other electrical wiring to avoid inductance.
- t) Wiring shall follow color codes established by the installing company.
- u) Wire lists shall be affixed inside the control panel.
- v) Installations with less than 128 points of detection should have no more than one device per zone; however, all power consumers (active sensor) must be on individual zones.
- w) Installations with more than 128 points of detection should have no more than three devices per zone.
- x) Each and every zone should be individually annunciated to the monitoring station.
- y) Status of all zones and all panel troubles should be visible to the user.
- z) Loop response time shall be a minimum of 750 milliseconds.
- aa) Bell/siren circuit fault conditions should be transmitted to the monitoring station as a trouble signal if the system is disarmed, and as an alarm if the system is armed, if the panel is capable.
- bb) Commercial /industrial systems should report arming and disarming signals with user identification to the monitoring station when there is no per call cost incurred.
- cc) Residential systems should report test codes to the station a minimum of every seven days.
- dd) Disarming after alarm (open after alarm) (cancel code) shall be programmed if arming and disarming reporting is not provided.

7. IQ Monitoring Guidelines

- a) All systems shall be monitored by an IQ Certified Company.
- b) All systems shall be monitored in accordance with the CSAA Monitoring Guidelines in effect as of August 15, 2006.
- c) It should be standard operating procedure for all IQ Certified Companies to attempt to verify all burglar alarm signals using industry accepted Enhanced Call Verification procedures, as well as all other signals that can be prudently verified, before requesting police dispatch.
 - i) For accounts in jurisdictions where law or regulation requires attempted verification, all signals covered by such law or regulation shall undergo attempted verification with the only exceptions being those allowed by law or regulation.

- ii) For IQ Certified installing dealers, an exception to this guideline may be made if the IQ Certified installing company has strong reason to believe that this guideline will create a life/safety situation for the particular customer. In this event, the IQ Compliance officer shall place a written waiver of certification signed by the customer, which states the compelling reason for non-verification in the company's IQ Compliance file. If the monitoring of such an account is performed by a contract monitoring center, a copy of this waiver must be forwarded to the IQ Certified Contract monitoring center along with the request for non-attempted verification dispatch, which must keep the copy of the waiver in its IQ Compliance file.
- iii) For contract monitoring centers that monitor accounts of non-IQ Certified installing dealers, an exception to this guideline may be made on accounts of non-IQ Certified dealers upon written request of the non-IQ Certified dealer. In such cases, the IQ Certified contract monitoring center shall make regular efforts to educate the non-IQ Certified dealer about the value of verification to the user, the community and the industry. Evidence of these attempts must accompany each application for certification and recertification.
- d) Central stations shall have a policy to create a data flow between the central station and the installing/service company/department so that the installing/service company/department can call all customers who have experienced an alarm activation to investigate and prescribe corrective action as needed.
- e) Central stations providing contract monitoring services shall encourage all contractually related installation companies to attain IQ Certified Company status.

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 its functions in accordance with its objectives, does not 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 Guidelines are approved. The IQ Certification Board shall not be responsible to anyone for the use or reliance upon these IQ Certification Guidelines by anyone 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 these voluntary IQ Certification Guidelines.

Compliance Officer

Date

CEO/Authorized Officer

Date