



# Security System

## Setting your alarm

- Turn the key clockwise to the 'ON' position and remove.
- You'll hear two beeps and will have 25 seconds to exit your holiday home without triggering the alarm.

## Disarming your alarm

- To disarm your alarm, insert your key and turn it anti-clockwise to the 'OFF' position.
- You'll hear a beep to indicate success. You have 25 seconds to disarm the alarm upon entry.

**Dear Customer,**

**Thank you for choosing Ramtech to protect your holiday home, joining over 30,000 UK holiday home owners.**

## **How it works**

Your alarm connects wirelessly to the Ramtech system on your park and checks in every hour to ensure system integrity. If your alarm is activated, the park security team will be alerted immediately so that they can respond. We'll even pick up when the batteries are running low so we can come and change them.

## **Your annual subscription**

Your Ramtech alarm can protect your holiday home for many years! It includes constant monitoring and connection to your park's security network, so there is an annual subscription.

Your initial subscription was included in the cost of installation, so there's nothing extra to pay now. At the end of this period your park operator will get in touch to renew. It's simple and will keep your alarm connected to the park's security network so that it can be monitored, maintained and responded to in the event of a problem.

Yours faithfully,



**Andy Hicks**

Managing Director  
Ramtech Electronics Limited



## Your Annual Alarm Subscription

Your Ramtech alarm isn't just a security system – it's a security service you can trust. We deliver comprehensive aftercare, year after year, as part of your annual subscription:

- **Connection**

Your alarm unit needs to maintain constant connection with the base system on your park. It checks in with an hourly status update so we can keep it properly maintained and make sure your holiday home is protected 24/7.

- **Response**

If it's triggered, your alarm sends a silent signal to park security so they can respond. Your holiday home is monitored against intruders whether you're miles away or you've just popped out.

- **Maintenance**

You don't need to worry about servicing your alarm. Your subscription includes all parts and labour, unlimited callouts and 24/7 monitoring. We'll even change the batteries as soon as they're getting low!

## **Operating your Ramtech Security System**

Your Ramtech security system is easy to use and completely independent of the mains power system, so your holiday home will stay protected even if the power's off.

### **When your alarm will trigger**

Your alarm, if properly set, will trigger immediately in the event of an intrusion detected by the motion sensors. Please ensure that the sensors are kept unobstructed at all times.

Your alarm will also trigger if any attempt is made to tamper with the system or if your panic button, if you have one, is used.

### **Arming the system**

To arm the alarm, turn the key clockwise to the 'ON' position and remove the key. You'll hear two beeps to let you know that your alarm is armed and will have 25 seconds to exit your holiday home without triggering the alarm.

### **Disarming the system**

To disarm your alarm, insert your key and turn it anti-clockwise to the 'OFF' position. You'll hear a beep to indicate you've successfully disarmed the system. You have 25 seconds to disarm the alarm upon entry to your holiday home.

### **Maintenance**

When maintenance is required, for example when batteries need changing, our engineers will need access to your holiday home. Your park office will contact you to arrange this when necessary.

Your annual maintenance cover will be invalidated if any attempt is made to service the alarm by anyone other than a Ramtech engineer.

### **Replacement keys**

If you require replacement keys, please contact your park office quoting your key number.

**Your Alarm Control Unit is located:**

- Hall/boiler cupboard
- Bedroom wardrobe
- Other



**Van type**

**Stock code**

**Pitch address**

**Key Number**

**Installation Date**

**Installation Engineer**

**For more about your Ramtech alarm,  
visit [www.ramtechowners.co.uk](http://www.ramtechowners.co.uk)**

