

LW/KL/NSI 024 17

30 October 2017

To: All NACOSS Gold and Systems Silver approved companies and applicants

Dear Colleague,

PREVENTING FALSE HOLD-UP ALARMS (FALSE HUAs) – NEW GUIDANCE

A persistent high incidence of 'False HUAs' is a risk to the very people they are designed to assist. False HUAs divert police resources away from genuine calls which could lead to loss of life and in any event reflect poorly on the service provided by ARCs and approved installers.

Many false alarms are down to avoidable human error. New guidance developed by the National Police Chiefs' Council (NPCC) Security Systems Group and sponsored by NSI, the FSA, the BSIA, SSAIB and RISCAuthority sets out tips for installers of HUA systems and is a joint aide memoire to reducing false alarms.

Professional installers can help by rigorously following the guidance as they go about routine installation and maintenance activities. Following best practice reinforces the value of URNs in deterrence and prioritising police response.

We encourage you to discuss the content of the guidance with your engineering staff and distribute hard copies for their future reference.

Yours sincerely,



Laura Welford

Quality Manager