

DualCom

GradeShift® Range Specifications

GRADESHIFT®

DualCom®
SIGNALLING CHANGES

The market leader and pioneers of the first dual signalling systems to have interchangeable EN grades with our groundbreaking GradeShift® technology. The award winning multi-network WorldSIM® is supplied with every DualCom at no extra charge offering access to all four UK mobile networks.

Price Freeze – In the current climate we've put our prices on ice for another year

We guarantee no price increases on the DualCom GradeShift® Range until 2014.

Upload/Download

Allows remote contact to an installed alarm control panel reducing the need for engineer visits. Contact ID and SIA provide ARCs with detailed information from the protected premises.

GradeShift®

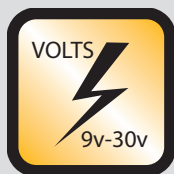
Change the system EN Grade remotely between 2, 3 and 4 with a simple telephone call to your ARC.

Customer Service – We're Quick on the Draw

We pick the phone up in under 30 seconds and our customer facing team is one of the largest in the Industry.

Gemini Callback® – don't call us we'll call you

Before sending a line failure we check that the remaining path can send alarms. If so we don't bother your keyholders.



5 Year Guarantee

All DualCom products come with a 5 year guarantee.

WorldSIM®

Access all areas with DualCom GradeShift®. Enjoy all four mobile networks in one single product at no extra cost.

NGN/21CN Compliant

All DualCom products are immune to problems associated with NGN (Next Generation Network) upgrades.

Insurance Specified

Have the confidence to specify DualCom - approved by all UK insurers.

Priority Polling™

If we lose a signalling path we step-up the rate of polling on the remaining path.

Variable Voltage Input

DualCom accepts 9v to 30v DC, ideal for both Security and Fire Applications and operates with a low current consumption (30mA).

Free PSTN (Telephone) calls for polling.

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The DualCom GradeShift® Range satisfies the full requirements of the EN Standards providing you with the confidence to specify DualCom across all EN Grades and the peace of mind of full Insurance approval.

Fault Reporting Times	G2r	G3r	G2	G3	G4/Fire
Both paths working, PSTN path fails – fault reported in	N/A	N/A	4 mins	4 mins	3 mins
Both paths working, Radio path fails – fault reported in	N/A	N/A	4–30 mins ¹	4–15 mins ¹	3 mins
Only Radio path working and it fails – fault reported in	24 hours	5 hours	5 hours	10 mins	3 mins
Only PSTN path working and it fails – fault reported in	N/A	N/A	24 hours	1 hour	3 mins
If both paths failed simultaneously – fault reported in	N/A	N/A	24 hours	1 hour	3 mins
Priority Polling™ (Polling frequency)					
<i>(Note: The number of failed polls is counted before any path fault is reported surpassing EN Standards and limiting false alarms)</i>	6 hours	1 hour	1 hour	2 mins	1 min
EN GRADE	2	2	2	3	4
ATS VALUE Primary	ATS2	ATS2	ATS2	ATS4	ATS5
Secondary	N/A	N/A	ATS1	ATS3	ATS4
Environmental Class	II	II	II	II	II

¹: Values shown are the maximum for fault reporting. ²: The Primary and Secondary paths can be a combination of GPRS/PSTN/IP. ³: Polling reporting times will differ dependent upon available path(s), polling times are designed to exceed the requirements of LPS1277 and EN50136. ⁴: Data is encrypted with Advanced Encryption Standard (AES)-256 via CSL DualCom's IPsec VPN. ⁵: Class II = Indoor general. The above complies to all notification options A, B, C and D. The Environmental Class above does require products to be housed in a steel tamper-proof box. ⁶: Subject to our standard Terms & Conditions. Values may be optimised to account for site signal strength, aerial location and general installation quality.



"Allianz have reviewed recent developments in Intruder Alarm Dual Path signalling & are pleased to confirm that CSL DualCom GPRS G3 with Priority Polling can be specified for medium risks. CSL DualCom GPRS G4 should be specified for higher risks. Both GPRS G3 & G4 operate within CSL's Gemini Managed Network incorporating Gemini Callback."
Andrew Miller Manager Risk Control – Allianz Commercial



"Following a review of available systems AXA are pleased to confirm that DualCom GPRS G3 with Priority Polling is acceptable for small/medium risks and DualCom GPRS G4 is acceptable for higher risks. DualCom Plus can also continue to be specified for medium/high risks."
Douglas Barnett Head of Customer Risk Management – AXA Insurance



"RSA's preferred product from the current CSL signalling range is the GPRS G4. This is considered to be an acceptable alarm signalling system for the vast majority of UK theft risks. CSL's GPRS G3 product will be acceptable for those risks that we class as low to moderate."
Donna Hamer Portfolio Technical Manager – Royal & Sun Alliance

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CSL DualCom Limited

Salamander Quay West, Park Lane, Harefield Middx UB9 6NZ

Tel: +44 (0)1895 474474 Fax: +44 (0)1895 474440 www.csldual.com

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Certificate No. 723a
DualCom Fire (CS1400)

Certificate No. 000055/01
DualCom Calibre (CS3100)