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## CSAA Five Diamond Alarm Certificate Program

### General program overview

**Q.) What is the CSAA Five Diamond Alarm System Certificate program?**

A.) A CSAA Five Diamond Alarm System Certificate is issued at the request of the authorized monitoring/ service provider, signifying compliance and assurance that an alarm system has followed guidelines established by best-industry practice. The certificate recognizes best practices utilizing existing standards. The CSAA Five Diamond Alarm System Certificate Program recognizes quality service and provides a medium for CSAA member companies to market services of systems that fully comply with the program to the general public, AHJs (Authorities Having Jurisdictions), and insurance providers.

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**Q.) What is the objective of the CSAA Five Diamond Alarm System Certificate?**

A.) To offer to the general public and consumers, AHJs—such as police, fire, 911 centers, sheriffs—and insurance carriers an assurance of good practice and efficacy in alarm systems. With good practice and adherence by issuing companies, the CSAA Five Diamond Alarm System Certificate program will be synonymous with quality service, operation, and equipment.

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**Q.) What is the difference between the CSAA Five Diamond Central Station and the CSAA Five Diamond Alarm Certificate program?**

A.) The CSAA Five Diamond Central Station Certification has been the gold standard for monitoring centers assuring a high level of training and monitoring personnel **WITHIN THE MONITORING CENTER**. The CSAA Five Diamond Alarm System Certificate requires monitoring be done by a CSAA Five Diamond Central Station, **AS WELL AS** following best practices within the alarm system to ensure false alarm immunity, operational capability, and user ergonomics.

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**Q.) What are some the elements of the CSAA Five Diamond Alarm System Certificate?**

A.) The CSAA Five Diamond Central Station Certification requirements include a commitment to mandatory random inspections of the monitoring facilities, ongoing dispatch operator training and false alarm reduction practices, as well as several other elements. Additional elements include acknowledgement of test signals of the communications reporting system at least monthly, adherence to an ANSI (American National Standards Institute) or CSAA Five Diamond-recognized installation standard, such as the IQ Program standard (see below), utilizing equipment in the premises alarm system which is listed or approved for the intended purpose by a nationally recognized and CSAA Five Diamond Committee-approved testing laboratory, such as Underwriters Laboratories, Inc. (UL) and/or FM Global (FM).

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## **Q.) What is the IQ Program and what are the advantages of being IQ Certified to earn Five Diamond Installation Certification?**

A.) The Central Station Alarm Association (CSAA) in their CSAA Five Diamond Alarm System Certificate Program has chosen acceptance into the Installation Quality (IQ) Program as one of the conditions for issuing certificates.

## **Q.) Why IQ?**

A.) IQ has become the gold standard in alarm system commissioning and installation by using best practice and de facto consensus standards that promote professionalism in the industry. The IQ program also offers consumers a way to measure and identify premiere alarm companies that are committed to providing high-quality security and life safety systems

## **Q.) Why is the installation and commissioning so critical?**

A.) Security and life safety systems must be designed, installed and commissioned properly and thoroughly to ensure their life saving reliability IQ has defined criteria that address proper design and installation by trained technicians using quality equipment and accepted best practice standards as well as through end user instruction.

## **Q.) Where can I get more information on the IQ Program?**

A.) For more information on IQ Certification visit [www.iqcertification.org](http://www.iqcertification.org) or call (866) 833-8302.

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## **Q.) How do I register for the CSAA Alarm System Certificate program?**

A.) The CSAA has streamlined the process; however, before starting the registration process to issue CSAA Alarm Systems Certificates, it is recommended a compliance person be appointed to fully understand the criteria in advance.

Since this program is fully committed to standardization and best practice, it is crucial to have all elements of an alarm operating company involved and committed to the program success such as installation, monitoring, and testing. It is recommended heads of these departments review all requirements in detail.

Since it is the program goal to set our member companies apart and ahead of others, it is understood we are in a partnership to continually improve customer services where possible. Since standards change, all compliance personnel are required to review any program updates quarterly.

Updates can be viewed at [www.fivediamond.org](http://www.fivediamond.org) and comply as needed. By registering and issuing certificates, a member company is committed to full compliance of the program. This is a valuable tool and compliance should be carefully and regularly guarded and audited by YOU, the member company.

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## **Q.) Who would benefit from the CSAA Five Diamond System certificate and why?**

A.) Responding authorities, system users, insurance companies, AHJs and YOU, the quality-committed CSAA member company.

The CSAA Five Diamond System Certificate program of professional certification and development can provide professional ethics and credentials.

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The CSAA Five Diamond System Certificate program can provide measurable improved standards of practice ensuring enhanced safety and security on systems throughout North America.

In addition, the consumer can benefit in many instances from lower insurance premiums.

This balanced program provides YOU, the CSAA member with a strong marketing differentiator backed up by third-party inspection. Properly implemented, the CSAA Five Diamond Alarm System certificate will signify a seal of approval and recognized service quality.

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## **Q.) There are already alarm standards, what is the need for a CSAA Five Diamond System Certificate?**

A.) There are currently some standards covering limited elements or pieces of an alarm system. The CSAA Five Diamond System Certificate program uses many of the applicably-related ANSI standards (American National Standards Institute), as well as industry best practices providing a seamless umbrella which all related users, responders, and insurers will recognize.

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## **Q.) What are some of the criteria of the CSAA Five Diamond System Certificate program cover?**

A.) User operations and instructions, false alarm abatement methodology, communications monitoring channel testing, routine inspections, and system commissioning.

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## **Q.) What is the cost of the CSAA Five Diamond Alarm System Certificate program?**

A.) The final pricing of each issued CSAA Five Diamond Alarm System Certificate is currently \$5.00 per certificate. Certificates can be ordered in quantity blocks of 25, 50, 100, 250 or more. Each certificate issue lifespan is three years and can be renewed before expiration. The program can automatically provide a reminder to the compliance officer before expiration.

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## **Q.) How do I issue a CSAA Five Diamond Alarm System Certificate?**

A.) An authorized CSAA member issuing company can easily issue CSAA Five Diamond Alarm System certificates, as well as forward copies to customers, AHJs, or insurance companies. It can also be retained in your in-house database. Email and faxing functionality will allow a blanket cover letter to be sent out prior to the CSAA Alarm System Certificate, personalized with the CSAA member company information. An authorized CSAA issuing member company initiates a certificate by going on a password-protected web-based portal and quickly filling out predetermined data fields. The process is quick, inexpensive, easy, and professional in appearance.

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**Q.) As a CSAA member and CSAA Five Diamond Central Station, how can it benefit my company?**

A.) Alarm system buyers and users will be more informed and cautious on what they are looking for in a system, as well as seeking more professional accreditation. The CSAA alarm system certificate is the customers' seal of approval and recognized quality.