



Dear Client,

### **Welcome your new system!**

It does not matter if you are a long-time client of **Centurion Alarm & Lock** or if you are now experiencing and learning our keypad for the very first time, we are here to help you and always just a phone call away.

We have included in this welcome packet simple templates that will help you keep track of valuable information for you and future property owners or managers such as,

- Your account number
- Your 4-digit master code
- The number of access codes to your alarm and what position those codes are stored in programming
- Emergency contact information
- Equipment maintenance, inspections, installations and replacements
- Simple instructions for tasks costumers perform regularly
- Frequently Asked Questions

If you need additional copies of these templates simply let us know and we would love to provide them for you. Also feel free to contact us if you would like to schedule a technician to service or inspect your equipment or even if you simply have a question about the system.

We are thrilled about having you as one of our many valued customers and look forward to several great years of working with you!

**Thank you for choosing us,**



Centurion Customer Service Team

**Centurion Alarm & Lock NB Inc.**

[centurion.admin@nb.aibn.com](mailto:centurion.admin@nb.aibn.com)

Phone: (506) 386-2400



## Monitored Customer Emergency Response Details

Account # \_\_\_\_\_

Your alarm is using

- High Speed Internet
- GSM (Cellular Unit)
- Telephone Line associated with (\_\_\_\_\_) \_\_\_\_\_

**PLEASE NOTE** that any trouble with the equipment or provider of the above-mentioned services and or the cancelation of any of the above mentioned services WILL affect the ability of your panel to communicate with the monitoring station. For more information please reference your copy of the Centurion Alarm Terms and Conditions.

Alarm Reporting Centre (24 hr toll free) ----- 1 (866) 561-6433

Centurion Customer Service (M-F 8:30AM-4:30PM) ----- (506) 386-2400

Centurion Toll Free Line (M-F 8:30AM-4:30PM) ----- 1-(888) 452-1199

To update your emergency contact info email: [centurion.admin@aibn.com](mailto:centurion.admin@aibn.com)



## ACCESS CODES

### TO PROGRAM IN AN ACCESS CODE

**Step 1:** Disarm the system.

**Step 2:** Press \*5

**Step 3:** Put in your 4 digit Master Code.

**Step 4:** Put in the 2- digit location you would like to store the code in. (Eg. 01, 02, etc.)

**Step 5:** Put in the 4-digit code you would like to program in. If there is already a code there simply override it.

**Step 6:** Press # # to exit programming. If you would like to test the code simply attempt to arm the system. If the system arms the code has been properly programmed in.

### TO PROGRAM OUT AN ACCESS CODE

Follow the above Steps 1-3.

**Step 4:** Put in the location of the code you would like to remove.

**Step 5:** Press \*

**Step 6:** Press # # to exit programming. To test if the code has been removed simply attempt to arm the system. If it will not arm the code has been properly removed.

**TRACKING YOUR ACCESS CODES** is important to ensure the safety and protection of your property. It also ensures a smooth transitions between property owners or managers.

Code	LOCATION	TYPE OF CODE	PERSON RESPONSIBLE
__ __ __ __	40	Master Code	
__ __ __ __	01		
__ __ __ __	02		
__ __ __ __	03		
__ __ __ __	04		
__ __ __ __	05		
__ __ __ __	06		
__ __ __ __	07		
__ __ __ __	08		
__ __ __ __	09		
__ __ __ __	10		
__ __ __ __	11		
__ __ __ __	12		
__ __ __ __	13		
__ __ __ __	14		



## INSTRUCTIONS

Following are some simple instructions for a few tasks that our customers may want to do on their own or to save them a service call!

### Date and Time

Date and time is something that may need reprogrammed for daylight savings time, if you have lost power for longer than your battery could maintain, or if your trouble light is on and the keypad indicates the date and time is incorrect. Date and time can and will affect your panels ability to communicate for monitoring.

**Step 1:** Press \*6

**Step 2:** Put in your master code (4-digits)

**Step 3:** Press 1

**Step 4:** Put in the time in 24h format. (ie 7:00 AM is 0700 and 1:00 PM is 1300)

**Step 5:** Press # # to exit programming. Date and time should update within 30 seconds and your trouble light should go away.

### Bypass Zone

Bypassing a zone may be necessary if you have an issue with a contact that is not allowing you to arm your system. This is a temporary fix while you wait for a service call. If you are a monitored client and you bypass a zone you WILL NOT be contacted if that zone is tripped. If you are bypassing a malfunctioning zone you will have to bypass it every time you wish to arm the system.

**Step 1:** Press \*1

**Step 2:** Put in your access code (4-digits) if prompted

**Step 3:** Enter the 2-digit number of the zone to be bypassed (01-64). If you have questions about your zone list, contact customer service

**Step 4:** Press # # to exit programming and arm the system as normal

### Activating or Deactivating Chime

Sometimes chimes get turned on and off by accident or even if the panel loses power long enough to allow the battery to die. The process to turning it on or off is simply to press the chime button for 2 seconds. Your chime can be activated or deactivated as you prefer.



## FREQUENTLY ASKED QUESTIONS

### **My keypad/panel has started beeping. What should I do?**

Centurion's alarm *panel* will not beep although our keypad will to alert you of a trouble with your system. (A beeping *panel* will likely indicate a problem with your fire alarm rather than security alarm.) **If your keypad is beeping press \*2 # to stop the sound.** This DOES NOT fix the trouble with the system. The next FAQ will help you identify the trouble.

### **I have a yellow triangle light blinking and/or I cannot arm my system. What should I do?**

This light is called a trouble light and the keypad is letting you know that it is having trouble. **To discover what the trouble is press \*2.** A number should light up on the keypad OR show up on the keypad screen to indicate what the trouble is. Following is a diagram to explain what the numbers mean and what you should do about it.

<b>1</b>	<b>Service Required. Press 1 for more information.</b>	If you receive a 1 again this means you have a low battery and will need to have it replaced. If you get a number other than 1 call for service.
<b>2</b>	<b>Loss of AC Power</b>	Call for Service
<b>3</b>	<b>Telephone Line Fault</b>	Call for Service
<b>4</b>	<b>Failure to Communicate</b>	Call for service
<b>5</b>	<b>Sensor (or zone) Fault</b>	Temporarily Bypass Zone (Page 4) and call for service
<b>6</b>	<b>Sensor (or zone) Tamper</b>	Call for Service
<b>7</b>	<b>Sensor (or zone) Low Battery</b>	Call for Service
<b>8</b>	<b>Loss of Date and Time</b>	Reprogram Date and Time. (Page 4)

### **Will disconnecting my landline affect my alarm?**

Yes. Your alarm panel communicates through your landline. If you wish to disconnect your landlines and rely strictly on cellular devices there is a Cellular Backup Unit that we can install to allow you to that. Contact us if you would like a quote or more information about how it works.

### **The panel will not accept the code that I have tried to program in. Why not?**

If you have followed all the steps outline on page 3 and still having trouble programming the code you will need to compare it with the other codes already in the system. You cannot program in identical or consecutive codes. If you try a new code and the panel continues to refuse your code call us to schedule a technician or to be walked through more extensive programming over the phone.



**SERVICE TRACKING**

Here is an easy way for you to keep track of your equipment maintenance for warranty, peace of mind, and trouble shooting. Feel free to ask our technician to fill this out while he is there doing work for you!

Work Completed	Part Serviced	NOTES & DATE
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>
<ul style="list-style-type: none"> <li><input type="radio"/> Replaced/Installed</li> <li><input type="radio"/> Inspected</li> <li><input type="radio"/> Serviced</li> </ul>		<hr/> <hr/> <hr/>



**ZONE LIST**

Zones simply refer to the number of devices you registered on your alarm system. For example, if you have only one door contact registered with your alarm that would be considered "Zone 01".

We do maintain a list of active zones to reference for our monitored customers if they do not. However, inactive zones are not tracked therefore it is beneficial for the customer to track zone changes on the premise. **Unmonitored customers are responsible to track all zone changes.** Our technician will provide you with an original zone list on your initial agreement. Copy the original list here and track any changes that are made for future reference.

Zone	Description	Date Serviced
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		