

Record Keeping.. It is important !

Once again we have had an instance of cards being duplicated. Some proximity cards were ordered from us with a specified site code and number range. When the tech went to site to enroll the cards they were duplicates. To put it bluntly "NOT OUR PROBLEM". These duplicated cards are NON RETURNABLE as are all special order items.

It is the responsibility of the installation company to keep proper job records. To ensure correct spares can be ordered and proper over the phone assistance given the following is the minimum records that should be kept.

On an access control install: The following should be recorded:-

1. ***Reader*** type(s), styles(s) and format
2. ***Locks*** what types fitted on each door
3. ***Cards*** what type (eg ISO) format and number range. This detail **MUST** be updated with each card order for the site.
4. ***Power Supplies*** type and location and what they feed

On an alarm install: The following should be recorded:-

1. ***Panel*** type and location along with plug pack location
2. ***Kepad*** type(s) and location(s)
3. ***Detector*** location and type, especially for radio devices
4. ***Radio pendants*** type and function
5. ***Noisemakers*** type and location
6. ***User names*** with user numbers (not PINs)

On a CCTV install: The following should be recorded:-

1. ***Camera*** make model and location
2. ***Lens*** size & type for each camera
3. ***Housing*** type
4. ***DVR*** make, model and what HDD is fitted
5. ***Monitor*** size, make and model
6. ***Power supply*** type & location, also which cameras are fed from which supply

Also as a general rule all equipment locations should be recorded along with the exact location of any cable joints or repairs.

Chris Henseleit