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ELECTRONIC SECURITY · TASMANIA

CUSTOMER GUIDE

Intruder alarm **systems**

Detection, verification, monitoring and app control, and how to choose an alarm people can trust.

4	2	8
STEPS	APPROACHES	COMPONENTS

EDITION · NOVEMBER 2026

Securatech (TAS) Pty Ltd
ABN 54 634 501 358
info@securatech.com.au · +61 400 106 833

OVERVIEW

Intruder alarm **systems**

A good alarm system tells you what is happening, where, and gives you enough to act. This guide covers how alarms work, the choices between wired and wireless, and how to avoid the false alarms that make people stop trusting them.

Detect

Motion detectors, door contacts and glass-break sensors report to the panel the moment something changes.

Areas

Separate areas and schedules so each part of the site arms and disarms the way it actually runs.

Verified

Photo or video verification lets an alarm be checked before anyone is sent.

Duress

Panic and duress buttons for staff safety, showing which button and room raised the alarm.

App

Arm, disarm and receive alerts on your phone, with user access you control.

24/7

Optional monitoring by a monitoring centre, under a separate agreement.

When an alarm happens

01

Detect

A detector picks up movement, an opened door or broken glass and reports to the panel.

02

Verify

Photos, video or the pattern of detectors triggered help confirm a real event.

03

Respond

Sirens sound, the right people are notified and the monitoring centre follows your response plan.

STEP 1

Wired, wireless **or a mix**

Both are reliable when designed properly. The choice comes down to the building, the site and how it will grow.

	WIRELESS (E.G. AJAX)	WIRED (E.G. INNER RANGE, ICT)
Install	No cable to each detector. Faster, tidier and less disruptive in finished buildings.	Cable to every device. Best fitted during construction or a refit.
Verification	MotionCam detectors send a photo series with each alarm.	Verification through integrated cameras and detector patterns.
Scale	Up to 200 devices on a Hub 2 Plus, across 25 areas, with range extenders for large sites.	Large and multi-site estates, with expansion modules and enterprise software.
Access control	Alarm-focused, with scenarios to control lights, locks and gates.	Alarm and access control in one controller.
Power	Device batteries, typically years, with low-battery warnings well ahead.	Powered from the panel, with a backup battery in the panel.

Standards. In Australia, intruder alarm systems are designed and installed with reference to AS/NZS 2201.1. Ajax devices are certified to EN 50131 Grade 2, the European standard for intruder alarms.

STEP 2

Design questions **for your site**

Answer these and the detectors, areas and response plan follow.

01

What are you protecting, and from what?

Stock, equipment, cash, people or the building itself. The risk decides how much detection and verification is worth it.

02

How is the site used, and when?

Opening hours, cleaners, early starts and weekend access. Areas and schedules should match real life.

03

Who responds to an alarm?

Keyholders, a monitoring centre, a patrol, or all three. Write down who is called, in what order, and what they do.

04

Are there people on site alone?

Duress buttons and personal alarms protect staff working alone or after hours.

05

What causes false alarms today?

Pets, heaters, open windows, balloons or people forgetting codes. Fixing these is often the biggest win.

A RESPONSE PLAN IN ONE LINE

"Alarm in the warehouse after 6 pm: monitoring centre checks the photo, calls the manager, then the second keyholder, then a patrol."

Agree this before the system goes live, and review it whenever keyholders change.

STEP 3

What goes into **a system**

These are the platforms and devices we commonly install. Your quote lists the exact equipment for your site.

WIRELESS PANEL

Ajax Hub 2 Plus

Ethernet, Wi-Fi and dual 4G reporting, switching paths automatically.

ajax.systems ↗

OPENINGS

Ajax DoorProtect

Door and window opening detector with tamper protection.

ajax.systems ↗

WIRED PANEL

Inner Range Inception

Alarm and access control in one controller with a web interface.

innerrange.com ↗

WIRED PANEL

ICT Protege WX

Integrated alarm and access control, managed through a browser.

ict.co ↗

VERIFICATION

Ajax MotionCam

Motion detector that sends a photo series with each alarm.

ajax.systems ↗

WARNING

Ajax StreetSiren

Loud outdoor siren with light indication.

ajax.systems ↗

ENTERPRISE

Inner Range Integriti

Large and multi-site security with central monitoring and reporting.

innerrange.com ↗

DURESS

Panic buttons

Fixed or wearable buttons. The alarm shows which button was pressed and the room it is assigned to.

ajax.systems ↗

READ MORE ON THE OFFICIAL SITES

Ajax Systems	ajax.systems
Inner Range	www.innerrange.com/products/controllers/996300
Ajax certifications	ajax.systems/compliance-with-standards/devices
ICT Protege WX	www.ict.co/products-solutions/our-systems/protege-wx

STEP 4

Fewer false alarms, **faster response**

False alarms waste money and teach people to ignore the system. Most are preventable.

PROBLEM

Alarms from pets or heaters

WHAT FIXES IT

Pet-immune detectors, correct placement and sensitivity set for the room.

PROBLEM

Staff set it off opening up

WHAT FIXES IT

Entry delays that suit the walk to the keypad, and arming by app or fob.

PROBLEM

Nobody knows if it is real

WHAT FIXES IT

Photo verification, so the alarm is checked before anyone is sent.

PROBLEM

Keyholder list is out of date

WHAT FIXES IT

Review the response plan whenever staff change, and at every service visit.

Ask your installer

- Wired or wireless, and why for this building?
- How will alarms be verified before a response?
- How does the panel report: internet, 4G or both?
- Who monitors it, and what is the response plan?
- How often should it be tested and serviced?

At handover you should receive

- A zone list with every detector and its area
- User codes, fobs and app access set up and tested
- A tested response plan and keyholder list
- Training on arming, disarming and alerts
- Battery and service schedule, or a maintenance plan

TALK TO SECURATECH

Want an alarm you can trust?

We design, install and support Ajax, Inner Range and ICT Protege systems across Tasmania.

0400 106 833
info@securatech.com.au
securatech.com.au/enquiry

Figures are manufacturer specifications and vary with model, site and configuration. Monitoring is provided by a third-party monitoring centre under a separate agreement. This guide is general information; your quote sets out the agreed scope. Brand names are trademarks of their owners.