

Security Alarm

1. What is Wolf-Guard security system?

Wolf-Guard security systems provide more security and control in and around the house in a reliable and easy way. A Wolf-Guard system can be operated worldwide via Wi-Fi/3G/GSM/PSTN. Many different accessories can easily be added.

2. What is the maximum range of your system?

The average range of a Wolf-Guard system is in open field about 100 meters or more. Maximum range indoors depends on the thickness of the walls, the material and possible interference from other signals.

If the range is affected in such a way that the range is not sufficient, it can always be extended with a Wolf-Guard signal repeater.

3. What happens in case of alarm?

Depending on which Wolf-Guard system you have, there are several ways in which you will be informed in case of an alarm. In all cases, the internal siren will sound on the panel and any optional external sirens will sound too.

You will then receive a notification via a push message, SMS and/or phone call and you can respond immediately through the app, SMS or the keypad of the phone.

4. Difference between Wolf-Guard smart home systems and other systems?

Wolf-Guard systems have no monthly fees and can be installed in minutes without the need of an engineer. The design also merges with your living space and therefore does not need to be hidden in a closet or other space. There are many different easy-to-add accessories for detection or intrusion, but also detection of gas / smoke.

5. Are there any monthly fees or am I tied to a contract?

Wolf-Guard systems are easy, reliable and without any cost. There are no contracts or hidden fees. The only possible costs could arise from the use of a SIM card. For example, when sending an SMS to enable or disable the alarm system. If the system works via WiFi, there are no charges.

6. Is it possible to extend my Wolf-Guard kit?

All Wolf-Guard panels have the ability to easily link a variety of accessories. A kit often comes with a couple of accessories. A panel can connect 30 up to 100 accessories, depending on the system.

7. Which Wolf-Guard system is best for my home?

There is a system for every household within the full Wolf-Guard range which merges with the wishes of the user. Check what is important for you to be secured and what you are going to use often.

8. Can I arm or disarm my security system remotely? What options do you offer?

Yes. Wolf-Guard systems are interactive, which means you can access and control your system in a variety of ways: control panel, App, phone call, SMS etc.

9. Do Wolf-Guard systems work with accessories?

By using the special frequency of 433Mhz and the one million different combinations of codes a secure connection can be established between accessories and the panel. If a connection is made, when a sensor is triggered, the signal will be sent via the secure connection to the panel.

10. What does it cost to install the system and how long will it take?

Wolf-Guard systems are Plug and Play right out of the box. This means that the panel and the accessories are already paired and they only need to be positioned and powered on. No installer is needed, there is no additional cost and you can do this using the supplied manual within minutes.

11. What internet connection do I need for my Wolf-Guard Wifi system?

All contemporary Wifi standards on 2.4 GHz are supported. The speed of the Internet can have effect on the performance of the system. It is recommended to use a fast and well-functioning Internet connection for optimum performance.

12. How many accessories can be paired to the wireless alarm system?

The system can be extended up to 99 accessories. All Wolf-Guard accessories can be paired with the control panel.

13. How does an alarm system work?

Security systems have three basic components: Sensors: Small devices placed around a home or business, which detect signs of trouble. Different sensors "watch out" for different things and trigger an alert if it happens.

For example, some trigger if a door is opened, if glass is broken, if there's movement in the room, or if they detect smoke. When triggered, the sensor sends an alert signal to the Control Panel.

Control Panel: The nerve center of the alarm system, which manages all sensor activity and sends alerts to the Monitoring Center. You use the Control Panel to arm or disarm the alarm system, as well as to customize your settings.

Monitoring: Every alarm system should be monitored 24/7, in order to respond to alerts from the Control Panel. When alerts come in, the monitoring team contacts both you and the proper authorities, to quickly keep your home and family as safe as possible.

14. Why do I need a monitoring service? Doesn't the noise of an alarm scare the bad guys away?

A noisy alarm could possibly scare some burglars away. However, research shows that most burglars know they only have to gain entry and disable the Control Panel – and then they can proceed with ransacking your home.

Alarms alone don't keep you very safe. You need a security system that takes action in case of emergency – notifying both you and the proper authorities. This response

is especially critical if you are away from home, or disabled. In the case of fire or other dangers (non-burglary), a noisy alarm won't do much good at all.