



CHEAT SHEET: 4 SIMPLE TIPS TO HELP YOU SELECT A GREAT SECURITY INSTALLER

There are approximately 3000 security alarm and fire installation businesses across Australia. Almost half of these have only one employee; 97% have less than twenty employees.

Choosing the right people to service your business isn't an easy task, so these hints should hopefully assist in narrowing down the field.



01 LICENSING AND ACCREDITATION

Ensure you engage with a security company that is licensed by Victoria Police and is an active member of the Australian Security Industry Association Limited (ASIAL).

The Victoria Police and ASIAL provide protection for consumers by ensuring that specialists and installers who are licensed by their respective organisations meet stringent police checks and technical competencies. Always ask to see the consultant/installer's security licence before letting them into your home. An electrician is not the same as a security technician, nor is a security technician an electrician, so be careful of those who claim to be able to assist you without the appropriate accreditation.

02 CONSUMER PROTECTION

Be wary of companies that cannot provide a written quotation & are reluctant to provide equipment brand names & model numbers.

Transparency is the key to ensuring that you know that you're receiving what you're expecting. If things go wrong, you need to be assured that you are able to obtain documentation to prove specifically what has been agreed upon. It's very easy for companies to put in 'ifs', 'maybes', or extra 'conditions' after you've agreed to go ahead.

The use of quality brands is vital for any long term investment. If things go wrong with you and your chosen security company, you want brands that are well supported in Australia and can be serviced by other companies. Avoid no-name or proprietary brands which lack the quality assurance, long-term warranty, and replacement part programs of larger established brands.

03 TECHNICAL QUALITY

Look to use a company that has its own technicians rather than one that uses subcontractors.

When making a significant investment, you should be looking at a company which is able to provide you with a high quality of installation. Even larger security companies may use subcontractors, so be sure to ask when making your initial enquiry. A company that uses its own technicians is better able to maintain the quality of the installation process, creating system documentation, and providing training on how to use the system, as well as the small but important things such as cleanliness and friendliness.

Contractors being paid per installation tend to try and get the job done as quickly as possible using minimal, lower quality sundries (e.g. cabling, brackets, etc.), cutting corners and compromising the overall quality of installation. Contractors being paid for longer installations by the hour will unnecessarily extend the length of time required. This wastes not only your valuable time, but money as well, as the risks of the job running overtime are factored in and passed on in your original quote.

04 REPUTATION & RELIABILITY

Warranties are only as good as the company offering them

Spend time to research any company you invite into your home. Check the address of the company/business that you're researching. Is it an office or is it someone's home? Almost 97% of security businesses in Australia employ less than twenty employees; half of these businesses have only one employee. Be cautious of one-man operators that may be here today, gone tomorrow. A company that is established and managing ongoing business relationships with large companies is a very good indicator of being able to support you for the lifetime of your investment.

These days, it's relatively easy for very small businesses to set up a pretty website or post fake reviews to make themselves look larger than they actually are, so be cautious. If you can't find websites, phone listings or reviews, you're probably better off looking elsewhere.

