



# SLOVENSKI STANDARD

## SIST EN 50134-1:2003

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### Alarmni sistemi - Socialni alarmni sistemi - 1. del: Systemske zahteve

Alarm systems - Social alarm systems -- Part 1: System requirements

Alarmanlagen - Personen-Hilferufanlagen -- Teil 1: Systemanforderungen

Systèmes d'alarme - Systèmes d'alarme sociale -- Partie 1: Règles relatives aux systèmes

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**Ta slovenski standard je istoveten z: EN 50134-1:2002**

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EUROPEAN STANDARD

**EN 50134-1**

NORME EUROPÉENNE

EUROPÄISCHE NORM

June 2002

ICS 13.320

English version

**Alarm systems -  
Social alarm systems  
Part 1: System requirements**

Systèmes d'alarme -  
Systèmes d'alarme sociale  
Partie 1: Règles relatives aux systèmes

Alarmanlagen -  
Personen-Hilferufanlagen  
Teil 1: Systemanforderungen

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This European Standard was approved by CENELEC on 2002-06-01. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CENELEC member into its own language and notified to the Central Secretariat has the same status as the official versions.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

# CENELEC

European Committee for Electrotechnical Standardization  
Comité Européen de Normalisation Electrotechnique  
Europäisches Komitee für Elektrotechnische Normung

**Central Secretariat: rue de Stassart 35, B - 1050 Brussels**

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## Foreword

This European Standard was prepared by the Technical Committee CENELEC TC 79, Alarm systems.

The text of the draft was submitted to the formal vote and was approved by CENELEC as EN 50134-1 on 2002-06-01.

The following dates were fixed:

- latest date by which the EN has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2003-06-01
- latest date by which the national standards conflicting with the EN have to be withdrawn (dow) 2005-06-01

Annexes designated "normative" are part of the body of the standard.

Annexes designated "informative" are given for information only.

In this standard, annex A is normative and annex B is informative.

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## Introduction

A social alarm system provides 24 hours facilities for alarm triggering, identification, signal transmission, alarm reception, logging and 2-way speech communication, to provide reassurance and assistance for people living at home and considered to be at risk.

A social alarm system is comprised of a number of system parts which can be configured in different ways to provide this functionality.

A user can request assistance by the use of a manually activated trigger device resulting in an alarm triggering signal. In certain cases, alarm triggering signals can be generated by automatic trigger devices. A local unit or controller receives the alarm triggering signal, switching from the normal to the alarm condition and indicating this to the user (some systems use an optional pre-alarm condition that allows the user to reset the alarm for a short period of time).

The controller normally transmits the alarm condition to an Alarm Receiving Centre (ARC) via the alarm transmission system. The ARC can either be local to the controller or remote from the controller. The ARC has the facility to identify the local unit, alarm type and to then establish two-way speech communication between the alarm recipient and the user. The alarm recipient provides reassurance to the user and directs assistance where appropriate.

In some cases, the alarm may be diverted to an alarm recipient using a personal receiver. In this case, the alarm is identified to the alarm recipient and a two-way speech communication path established to the user and receipt of the alarm acknowledged to the controller. In all cases, the system records the time, date, location and type of alarm.

The system is designed to detect and report fault conditions affecting the transmission of alarms. In some cases, temporary disconnection of a local unit is possible to minimise faults or prevent alarms triggered inadvertently affecting the correct operation of the system.

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## 1 Scope

This standard specifies the minimum requirements for a social alarm system. For people with disabilities (e.g. visual and hearing impairment), additional requirements not covered in this series of standards may apply.

## 2 Normative references

This European Standard incorporates, by dated or undated reference, provisions from other publications. These normative references are cited at appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references, the latest edition of the publication referred to applies.

EN 50134-2	1999	<i>Alarm systems - Social alarm systems Part 2: Trigger devices</i>
EN 50134-3	2001	<i>Alarm systems - Social alarm systems Part 3: Local unit and controller</i>
EN 50134-5 <sup>1)</sup>	-	<i>Alarm systems - Social alarms systems Part 5: Interconnections and communications</i>
EN 50134-7	1996	<i>Alarm systems - Social alarm systems Part 7: Application guidelines</i>
ISO/IEC Guide 37	1995	<i>Instructions for use of products of consumer interest</i>

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## 3 Definitions

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For the purpose of this standard, the following definitions apply:

### 3.1

#### **social alarm system**

system providing 24 hour facilities for alarm triggering, identification, signal transmission, alarm reception, 2-way speech communication, reassurance and assistance, for use by persons who can be considered to be living at home at risk

### 3.2

#### **alarm receiving centre (ARC)**

system part which provides facilities for communication with a number of controllers and providing the alarm receiving and information processing system as an interface to the alarm recipient

### 3.3

#### **controller**

interface between one or more local units and the alarm transmission system or alarm recipient

### 3.4

#### **local unit**

interface between the user and the controller which enables 2-way speech

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<sup>1)</sup> At draft stage.

**3.5****trigger device**

system part, operated by a human or automatically, that communicates to the local unit and controller, initiating the alarm triggering signal

**3.6****personal receiver**

system part which provides 2-way speech communication and facilities for identifying and acknowledging the alarm

**3.7****alarm transmission system**

transmission system that provides communication between the controller and the alarm receiving centre or an alarm recipient

**3.8****pre-alarm condition**

condition following the reception of an alarm triggering signal

**3.9****alarm condition**

condition following the pre-alarm condition

**3.10****normal condition**

condition during which the system is fully operational and is not in any other condition

**3.11****fault condition**

condition following detection of a fault by the local unit and controller that prevents the functioning of the system

**3.12****fault indication**

indication of a fault condition

**3.13****alarm triggering signal**

signal transmitted by a trigger device to indicate an alarm

**3.14****alarm recipient**

person who receives and acts upon an alarm signal

**4 System requirements**

As a minimum, a social alarm system shall consist of the following system parts:

- manually activated trigger device;
- local unit;
- controller;
- alarm transmission system;
- ARC.



All system parts shall comply with the relevant part of the EN 50134 series. Additional equipment shall not prohibit the correct functioning of the social alarm system.

Please refer to Annex A (normative) and Annex B (informative).

#### 4.1 Local unit and controller identification

The system shall be capable of identifying the local unit and the controller which is in the alarm or fault condition.

#### 4.2 Alarm and fault identification

The system shall identify the different types of alarms and faults.

#### 4.3 2-way speech communication facility

- a) A social alarm system shall be equipped with a 2-way speech communication facility to allow verbal contact between alarm recipient and the user.
- b) 2-way speech communication between the alarm recipient and the user shall be provided following the receipt of an alarm from a manually activated trigger device.
- c) In a system where the direction of the speech communication is manually switched, the direction shall be controlled by the alarm recipient.

#### 4.4 Use of personal receiver(s)

In the case of a personal receiver(s) being used to receive alarm and fault signals, the system shall be configured so that, in the case of no response from the personal receiver(s), the alarm and fault signals shall be automatically transmitted to an ARC.

#### 4.5 Fault indication

The system shall have the facility to indicate faults affecting the transmission of alarms and faults.

#### 4.6 Calling the user

If the facility exists to call the user in a non-alarm situation, then

- a) the call shall be preceded by an audible signal,
- b) the system shall have a privacy function to allow the user to prevent listening in and this function shall be overridden in an alarm condition,
- c) if the privacy function is active, the user shall have to take a positive action before a 2-way speech communication can be established.

#### 4.7 Logging alarm and fault conditions

The system shall log alarms and faults by recording the following:

- date and time of alarm or fault;
- identity of the local unit and controller;
- type of alarm or fault condition.