



SLOVENSKI STANDARD

SIST EN 50134-7:2017

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Nadomešča:

SIST-TS CLC/TS 50134-7:2004

Alarmni sistemi - Socialni alarmni sistemi - 7. del: Navodila za uporabo

Alarm systems - Social alarm systems - Part 7: Application guidelines

Alarmanlagen - Personen-Hilferufanlagen - Teil 7: Anwendungsregeln

Systèmes d'alarme - Systèmes d'alarme sociale - Partie 7: Directives d'application
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Ta slovenski standard je istoveten z: EN 50134-7:2017

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EUROPEAN STANDARD

EN 50134-7

NORME EUROPÉENNE

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February 2017

ICS 13.320

Supersedes CLC/TS 50134-7:2003

English Version

Alarm systems - Social alarm systems - Part 7: Application guidelines

Systèmes d'alarme - Systèmes d'alarme sociale - Partie 7 :
Lignes directrices d'application

Alarmanlagen - Personen-Hilferufanlagen - Teil 7:
Anwendungsregeln

This European Standard was approved by CENELEC on 2016-12-26. 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 CEN-CENELEC Management Centre 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 CEN-CENELEC Management Centre has the same status as the official versions.

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

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

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European foreword

This document (EN 50134-7:2017) has been prepared by CLC/TC 79 "Alarm systems".

The following dates are fixed:

- latest date by which the EN has to be implemented (dop) 2017-12-26
at national level by publication of an identical national standard or by endorsement
- latest date by which the national standards conflicting (dow) 2019-12-26
with the EN have to be withdrawn

This document supersedes CLC/TS 50134-7:2003.

EN 50134-7:2017 includes the following significant technical changes with respect to CLC/TS 50134-7:2003:

- Editorial changes and refinement of wording;
- Scope – clarification that standard applies to the delivery of alarm services by organisations whether they use paid or volunteer staff;

Additional aspects now covered include – marketing, sale or referral, assessment, service and maintenance.
- Definitions – updated to reflect those used across the 50134 series
- 8 - Installation [SIST EN 50134-7:2017](https://standards.iteh.ai/catalog/standards/sist/cc04e30e-92e8-4aab-b87c-33deb3f3c0e8/sist-en-50134-7-2017)
<https://standards.iteh.ai/catalog/standards/sist/cc04e30e-92e8-4aab-b87c-33deb3f3c0e8/sist-en-50134-7-2017>
Improvement to the requirement for the installation, configuration and testing of a Local Unit and Controller

Added requirements for instructions where a self installation model is provided
- 9.1 Refinement and clarification of general call handling arrangements
- 9.1 e) - Refinement of the time between T_{AE} and $T_{reaction}$ and receipt of all calls
- 9.4 c) - Refine to requirements for keeping of records of all calls to and from the alarm receiving service and to include electronic messages and communications
- 9.4 e) - Added requirement for equipment used in the receipt, display or transmission of alarm of an alarm call to have a standby that can be brought into operation
- 9.5 - Added requirements for buildings sued for provision of alarm receiving services
- 9.6 - Added requirement for testing of equipment alarm receiving service equipment
- 11 - Clarification and refinement of requirements for retaining operational records
- 12 - Clarification and added requirements for regular testing, maintenance and
- Normative References - Review and verify references to other standards.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CENELEC shall not be held responsible for identifying any or all such patent rights.

EN 50134-7:2017

Introduction

A social alarm system provides 24 h 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 at risk.

This standard describes the service chain functions that are considered to be required to provide safe and effective application of a social alarm system to support persons who can be considered to be at risk. The standard specifies minimum requirements for each of these service chain functions.

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1 Scope

This standard applies to the delivery of social alarms services by organisations, whether through the use of paid or voluntary staff. It does not apply to the use of social alarm systems to enhance informal arrangements between an individual and their close friends and family for the provision of assistance, although it may provide advice on the issues that such individuals may need to consider.

This standard specifies requirements for social alarm service providers for effective and efficient management, policy and procedures for:

- a) general requirements;
- b) marketing;
- c) sale and referral;
- d) assessment;
- e) installation;
- f) alarm monitoring;
- g) response arrangement;
- h) operational records;
- i) service and maintenance;
- j) risk management;
- k) service development and improvement;
- l) workforce.

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NOTE The effectiveness of a social alarm service is largely dependent upon the management of the system and its integration with other services.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 50134-1, *Alarm systems - Social alarm systems - Part 1: System requirements*

EN 50134-2, *Alarm systems - Social alarm systems - Part 2: Trigger devices*

EN 50134-3, *Alarm systems - Social alarm systems - Part 3: Local unit and controller*

EN 50134-5, *Alarm systems - Social alarm systems - Part 5: Interconnections and communications*

EN 50136-3, *Alarm systems - Alarm transmission systems and equipment - Part 3: Requirements for Receiving Centre Transceiver (RCT)*

CLC/TS 50136-4, *Alarm systems - Alarm transmission systems and equipment - Part 4: Annunciation equipment used in alarm receiving centres*

EN 50518-1:2013, *Monitoring and alarm receiving centre - Part 1: Location and construction requirements*

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EN 50518-2:2013, *Monitoring and alarm receiving centre - Part 2: Technical requirements*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply. For all others see EN 50134-1.

3.1**interconnections**

transmission system that provides the communication between trigger devices and local unit and controller

3.2**fault reporting time**

maximum interval from the time a fault occurs in the interconnection until the transmission of a fault signal is initiated by the controller

3.3**user**

person benefiting from a service provided via a social alarm system

3.4**portable trigger device**

trigger device carried by the user and providing wire-free communication

3.5**helper**

person who attends and gives assistance to a user as a result of an alarm call

3.6**service provider**

individual or organisation having an agreement with a user to provide a social alarm service

3.7**life-critical call**

any alarm call received at an alarm receiving station for which, from the information available to the alarm recipient prior to acceptance of that call, it is not obvious that the call is in respect of an equipment test or fault

3.8**alarm receiving station**

personal receiver or an alarm receiving centre terminal at which calls are received and processed by an alarm recipient

3.9**alarm receiving service**

service for the receipt and processing of alarm calls from an alarm system

3.10**transmission time**

time measured from when the local unit and controller enters the alarm condition until the alarm condition is reported at the alarm receiving station

3.11**availability**

percentage of time during which the system is known to be available to transmit an alarm condition or an alarm triggering event without corruption and within the specified transmission time

3.12**social alarm service**

service provided to an individual which uses or is mediated through a social alarm system

3.13**alarm call**

signal transmitted by the controller to an alarm receiving centre to indicate an alarm condition or a fault condition

4 General requirements

All social alarm equipment used to deliver a social alarm service shall comply with the requirements of the EN 50134 series.

It is the responsibility of the service provider to ensure the correct functioning of a social alarm system and to arrange a response to alarm calls.

The service provider shall provide a continuous service.

5 Marketing

The service provider shall ensure that they provide information that enables the user to determine that the service being offered is appropriate to their needs.

Where the system installed requires specific services e.g. telecommunications, for its correct function the service provider shall make this requirement known to the user.

6 Sale and referral

The service provider shall have a procedure for receipt and processing of sales orders and or referrals.

The delivery of social alarm services to individuals shall be covered by a contract between the user and the service provider. This contract shall set out in clear and simple language the following details (where applicable):

- a) the name of the service provider and relevant contact details;
- b) the services provided under the contract;
- c) the ownership of any equipment required to deliver those services;
- d) any charges arising under the contract and the arrangements for payment of those charges;
- e) the information that the service provider will require to fulfil the contract and the purposes to which that information will be put, including any arrangements for sharing that information;
- f) details of any initial period during which the user may cancel the contract without notice or payment;
- g) the service provider's policy and procedures for obtaining forced entry to the user's premises and the liability for securing and repairing the property after forced entry;
- h) details of the service provider's complaints system and how to make a complaint;
- i) details of any obligations of the user under the contract to include:
 - a. maintaining arrangements to facilitate access in an emergency,
 - b. supply of up to date information,
 - c. consent to data processing including voice recording of all calls to the ARC,
 - d. notification of planned periods of absence of the user,