



# ACN Home Security Partnership with Securitas Direct

## “Additional Product Information”

### 1. Are Securitas Direct products and services available in all areas of Spain?

The products and services are not available in Ceuta and Melilla.

### 2. Is this partnership available to business customers?

This partnership is available to both residential and small business customers excluding the following business categories:

Armories, antique shops, art galleries and museums, auto caravans, banks, boats, ships, airplanes, casinos, bingo and game rooms, animal farms, gas stations, jewellery stores, lottery outlets, tobacco stores, book shops, pyrotechnics, pharmacies, power stations of high and medium voltage (wind farms, irrigation stations, generators) and solar parks.

**Please note:** You will not be compensated for acquiring existing Securitas Direct customers or customers that have had a service with Securitas Direct in the last 12 months. However, this does not apply if the customer orders an additional Basic Home Alarm Kit through your ACN Online Shop or [www.myacn.eu](http://www.myacn.eu) in this case, you will be compensated for the additional kit.

### 3. How old do customers need to be to place an order?

Customers must be at least 18 years old.

### 4. What are the login details to the Securitas Direct website?

Username: repacn  
Password: pedido



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#### 5. What differentiates Securitas Direct from other security alarm companies?

Securitas Direct has an offering of high-quality products and services. They are the only company with an anti-inhibitor alarm and its own alarm signal transmission network: the ATN Network; frequency jammers do not affect this network, exclusive to Securitas Direct and independent of the mobile signal and the telephone line.

#### 6. How much does an alarm system cost?

The cost of the Securitas Direct alarm is determined based on your specific needs. Before hiring the Securitas Direct alarm, the expert will come to your business or home to carry out a free security study without obligation. They will determine the best solution to guarantee your safety and will give you a personalized price that will depend on the elements that are necessary to protect you.

#### 7. What types of alarm are there?

There are many types of alarm, depending on their purpose, their connection system, etc. However, two basic classes can be distinguished:

- Devices that work in local mode. The alarm detects a strange presence, and a siren is activated that only alerts people who are in its proximity.
- Advanced security systems such as the Securitas Direct alarm, which incorporates the latest technological advances in security and a team of more than 4,500 professionals. In the event of an alarm, our professionals verify it and notify the police if necessary.



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### 8. What is Shocksensor technology?

Shocksensor technology, exclusive to Securitas Direct, allows their alarm to be the only one with early detection.

Integrated into the door and window opening sensors (sensitive to opening, shocks and vibrations), the advanced Shocksensor technology causes the alarm to go off before the intrusion occurs, when a blow is detected on glass, for example.

In this way, whether you and your family are at home or if it is empty, our alarm detects the intrusion attempt before it occurs and protects you 24 hours a day.

### 9. What elements are alarm systems made of?

Each alarm system is different, since it is designed and installed considering the needs of each home or business. However, several elements common to all alarm systems can be distinguished: the control panel, the deterrents and the different types of sensors.

### 10. Who installs the alarm?

Securitas Direct has security specialists who will travel to your home or business. They will prepare a free security study to identify your specific needs and the most vulnerable points of the space to be protected. Their staff will leave the Securitas Direct alarm installed, operational and will teach the client how to get the most out of it to guarantee their safety.

### 10. What requirements must security companies meet?

Security companies need to have an authorization to be able to carry out their activity; In the case of Securitas Direct, they are a company authorized by the Ministry of the Interior and registered in the National Private Security Registry with number 2737. In addition, their systems have all the necessary approvals, and they are the alarm company most recommended by the consumers.

