

STN	Poplachové systémy Systémy privolania pomoci Časť 7: Pokyny na používanie	STN EN 50134-7 33 4594
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Alarm systems - Social alarm systems - Part 7: Application guidelines

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 06/17

Obsahuje: EN 50134-7:2017

Oznámením tejto normy sa od 26.12.2019 ruší
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Úrad pre normalizáciu, metrológiu a skúšobníctvo Slovenskej republiky, 2017
Podľa zákona č. 264/1999 Z. z. o technických požiadavkách na výrobky a o posudzovaní zhody a o zmene a doplnení niektorých zákonov v znení neskorších predpisov sa slovenská technická norma a časti slovenskej technickej normy môžu rozmnožovať alebo rozširovať len so súhlasom slovenského národného normalizačného orgánu.

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.

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Comité Européen de Normalisation Electrotechnique
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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:

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| – | latest date by which the national standards conflicting with the EN have to be withdrawn | (dow) | 2019-12-26 |

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

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.

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.

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.

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*

EN 50134-7:2017

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

koniec náhľadu – text ďalej pokračuje v platenej verzii STN