



Yale Wirefree Alarms

Frequently Asked Questions

Yale Alarm Systems

Product Code	Product Description	6000 Range (Current) or 3000 Range? (Discontinued)
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Siren Based Alarms

HSA6200	Standard Alarm	6000 Range
HSA3000	Security Alarm	3000 Range
HSA3200	Keyfob Operated Alarm Kit 1	3000 Range
HSA3400	Keypad Operated Alarm Kit 2	3000 Range

Control Panel Based Alarms

HSA6300	Family Alarm	6000 Range
HSA6400	Premium Alarm	6000 Range
HSA3500	Communicating Alarm	3000 Range
HSA3600	Control Panel Alarm Kit 3	3000 Range
HSA3800	Telecommunicating Control Panel Alarm Kit 4	3000 Range
HSA3095	Home Monitor and Alarm	3000 Range

GENERAL QUESTIONS

Q: Can I test my new alarm without irritating the neighbours?

A: The control-panel based system has a useful 'walk test' feature. This allows radio range testing of the various devices, without having to audibly test your alarm so as not to cause nuisance to your neighbours.

Q: Am I right to be concerned that my neighbour has the same alarm, and would they be able to disarm my system?

A: No, only the devices you have 'learned' in would be recognised by your system. Other accessories not programmed in will not interfere with the operation of your alarm.

Q: I have an HSA3000 alarm system. The control panel needs replacing, is it possible to use my old HSA3000 detectors with a replacement HSA6000 control panel?

A: Yes. The HSA3000 accessories are compatible with the HSA6000 system, and vice-versa.

Q: Are all Yale alarms completely wirefree?

A: All of the detectors are completely wirefree, there is no mains wiring required to install your system. The Control Panel Based Alarms, however, connect to the mains power supply via the DC transformer lead provided in the kit.



GENERAL QUESTIONS

- Q: I have moved into a new property. I do not have the PIN code to use the alarm, how can I get hold of the code?**
A: Reset procedures are available from the Yale website www.yale.co.uk . Please download the relevant instruction manual for your system to bring the PIN back to the factory default code.
- Q: How often will I have to change the batteries in my alarm system?**
A: Batteries should be replaced every 2-3 years. Each detector, siren and control panel will inform you when this is required.
- Q: I have a large household with many family members, young and old, entering and exiting the property at varying times of day. How can we all use the alarm system easily?**
A: It is recommended that several keyfobs are programmed in. The individual members of the household can carry their own keyfob around, allowing simple arming and disarming of the system as desired.
- Q: I am considering purchasing a Yale SVS1100 CCTV kit. Can I combine this with a Yale alarm?**
A: No, these systems can only operate independently of each other. They cannot be 'learned' in together.
- Q: I appear to be getting false alarms, what could be the reason for this?**
A: Please check the control panel fault log for any indications of the detector which has triggered the alarm. There are several causes of false alarms.
Consider the location and environment of the sensors, for example ensuring that the PIRs are not located above a radiator or any other sources of heat. Always ensure the devices are firmly mounted and that the tamper springs are firmly engaged in place. It is preferable to screw mount the door magnetic contacts, rather than simply using the sticky pads.
- Q: I think I have made a muddle of my alarm installation, can I start again?**
A: Yes, please refer to the relevant instruction manual for a factory reset procedure. You can then clear the system memory completely and re-commence your installation from scratch. Resetting instructions can be downloaded from the Yale website www.yale.co.uk .
- Q: For what period of time is the Yale alarm warranty valid for?**
A: The warranty is covered by the retailer, normally for 12 months

