

CIK Home Security Monitoring Service User Guide

CIK 家庭安防监控系统使用指南

1. Preface

This document is intended for CIK home Security Customer use only.

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3. About CIK Home Security Monitoring Service

Your home is supposed to be a safe haven where you can unwind with your family and keep your personal belongings safe. However in recent years in Canada, there are more and more break-ins, home robberies and burglaries happening. People no longer feel safe at home and usually the police is too late to do something when they get involved. People need ways to help protect their homes.

CIK home Security monitoring service is a monthly subscription service to help you monitor any activity or access to your home when you are away or sleeping, 24/7/365 days a year. When unauthorized access is detected, you will immediately be notified by SMS/email, and by phone. You can then decide if you want to request third party service at your own cost such as guard services, police services or fire services etc.

Unlike most alarm companies in the market, CIK's home security system is developed in-house by our own R&D department utilizing our solid foundation in the telecommunications and networking industry.

We are not only monitoring your home, we are also able to detect water leaks in the basement. CIK is not only faster in response time, we keep innovating to add more features to help your home in the future, to be safer, more comfortable and smarter for you.

Remember, you are not alone, we are helping you protect your home and family and make you feel safer with our CIK Security Monitoring service.

CIK home security monitoring service is performed by a certified monitoring center which can be accepted for insurance deduction by most insurance companies. We can provide you with an insurance certificate.

4. How does this service work?

CIK home security system has two working modes: Home or Away mode.

When you are going to be out of the home, you will need to enable the Away Alarm by either pressing the Lock button on the control panel or on the remote. When the lock button on the Front panel is pressed, it will give you 30 seconds, 45 seconds or 60 seconds time to close and lock the door. Or you can also simply press the lock button outside the door if you have a remote. When the away alarm is enabled, all your sensors are activated to protect your home from all directions.

If you are at home and before you and your family go to sleep, you should press the Home Stay button on the control panel which will enable your alarm system. When in home stay mode, it will only protect invasion from outside like door/windows breaker etc , PIRs are not activated.

When you turn the alarm system on or off, depending on your set-up, you will receive an email notice and an SMS notice on your cell phone (if you have added the SMS notification option)

When your alarm is enabled, the following scenario will trigger an alarm which will be sent to our 24/7 Monitoring center:

- Your door or window is opened
- PIR detected motion in the room during away mode

Water leaking alarms will be triggered as long as a signal is detected whether the alarm is enabled or not.

When an alarm is triggered, a signal will be sent to the monitoring center within seconds. Other than an email and SMS notice, you will also receive a call from the monitoring center and you will be asked for the password, which you filled on the order form to confirm that you are the owner/resident. Then you will be asked: 1) if you are aware of the alarm 2) if you need us to send a guard to inspect – it is \$100 each time or 3) if you require CIK to request police to come which is a minimum of \$200/charge or more based on the actual hours spent.

5. System description

Each CIK home Security system package usually contains:

- **1 Control Panel**
Control panel is the control unit which is usually installed inside at the door close to the entrance of your home. To install the control panel, extra power cable installation may be required with an additional charge of \$200 if no alarm system has been installed before.
- **2 PIR Motion Detectors**
PIR is used to detect the motion inside the house to cover a wide area up to 15-20 meters away. PIRs include batteries which should be replaced every 2 years.
- **3 Door Breakers**
Door breaker sensors are installed either at the doors or at the windows. It has two parts, one is installed at the fixed part and the other is installed at the moving part, when a door or window is opened, the sensor will emit an alarm signal. Door breakers have batteries inside and should be replaced every 2 years.
- **1 Remote**
The remote is intended for you to turn on or turn off the alarm outside your home.
**** Warning if you are storing the remote in your pocket, avoid pushing or squeezing the remote, otherwise it may trigger an alarm or send unexpected alarm signals unexpected.**
- **1 Water Leaking Sensor (Add-on option)**
- **1 Gas Detector (Add-on option)**
- **1 Smoke Detector (Add-on option)**
- **1 Siren (Add-on option)**



01. Control Panel	1pc
02. PIR Motion Detector	2pc
03. Door Breaker	3pc
04. Remote	1pc

6. Optional services

- Cellular connection – starting from \$19.99 per month

Besides our standard Wi-Fi Internet connection that sends alarm signals, we also provide a highly secured cellular connection which cannot be interrupted by cutting wires.

- SMS notice to cell phone – \$2.99 per cell phone
- Home Guard Service \$19.99 per month with 1 year contract for up to 4 times free on-site Guard services.

You can also request to send a guard when alarm is triggered at \$100 each time without any monthly service fee.

7. Common operation settings

1) Wake up the screen

Whenever the screen is off and you touch the screen or the buttons it will only wake up the screen. Your press won't be registered as an input.

2) Check your system information

To check what your IP is and which firmware is installed simply go to the "Main Menu" and then choose "Machine Info" and press OK. The panel will display the software version and IP address.

3) Upgrade your system software

From time to time we will push updates and we advise you to update your system as this will improve the efficiency of your system. To update your system simply go the Main Menu and then choose "upgrade" and then click OK. Pick "software upgrade" and click OK. If upgrade was successful the device will prompt "upgrade success" and you will hear it too.

4) Reboot your system

To reboot your whole home security system enter the Main Menu and choose "Upgrade" press ok and then choose "Reboot". This will reboot your system to the initial settings.

5) Turn on alarm when away

There are three options to turn on the alarm when you are going to be out of the home:

Option 1): Simply press the lock button on the control panel to arm your system when you are beside the control panel before going out. You will hear a continuous “beep” sound for the delay timer you had set up initially (usually 30 seconds or 60 seconds), and you have to go outside and close the door before the delay timer times out to avoid triggering the alarm.

Option 2): Press the lock button on the remote when you are outside the door, it will arm the system right away

Option 3): Using the CIK APP to turn on the alarm. (coming soon)

6) Turn off alarm/Disarm the system

There are three options to turn off the alarm when you are back to home:

Option 1):When you open the door, you will hear continuous “beep” which means you have triggered the alarm and you have to go to the control panel to turn it off before the time-out. To disarm the CIK alarm system simply press the unlock icon, then wait the screen to show “INPUT PASSWORD” and you can key in the password (default = 1111) and press the OK button.

****Warning: After you press the unlock button, please make sure you see “INPUT PASSWORD” on the screen before you enter the password and press OK. if you see “dial number”, it means the unlock button is not triggered so you have to redo the above.**

Option 2): Press the unlock button on the remote when you are outside the door, it will disarm the system right away


Option 3): Using the CIK APP to turn off the alarm. (coming soon)

7) Turn on alarm when staying home

Option 1) Simply press the home arm button on the control panel to arm your system when you are home

Option 2) Press the Home arm button on the remote and it will arm the home stay model right away.

8) Change admin password

① Press  , input admin password(default 0000), press OK.

② Choose sub menu “System setting”.


③ Choose “ Password”, and press OK.

④ Choose “Admin”, and press OK.

⑤ Input the new password, input the password again to confirm, and press OK, to save settings.

Note: the passwords should be 4 digits.

9) Change "unlock user" password

① Press  , input admin password(default 0000), press OK.

② Choose sub menu “System setting”.



③ Choose “ Password”, and press OK.

④ Choose “User”, and press OK.

⑤ Input the new password, input the password again to confirm, and press OK, to save settings.

Note: the passwords should be 4 digits.

DEFAULT Admin and User Password


Admin password (default0000)	Press  , input admin password to enter alarm host setting menu.
User password (default1111)	Press  , input user password to disarm the system

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

Password
User
Admin

10) Change Wi-Fi connection setting

- ① Press , input admin password(default 0000), press OK.
- ② Choose "Network setting", press OK.
- ③ Choose "WLAN ", press OK.
- ④ Choose "Scan SSID", press OK. The alarm system will search the available Wi-Fi network, choose the Wi-Fi network, press OK. (user can also choose "SSID", then input the Wi-Fi name)
- ⑤ Choose "PWD", press OK; input Wi-Fi password then press OK, to confirm.
- ⑥ Choose "connect", then alarm system will start connecting to the Wi-Fi network. If the Wi-Fi connection succeeds, the panel will say " connect network success " .

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

Network Setting
WLAN
Mobile Network
On/Off

WLAN
SSID []
PWD []
Scan SSID
Connect
AP Password[123456789]


SSID			
1	2	3	Page
4	5	6	Caps
7	8	9	Delete
-	0	-	Enter

PWD			
1	2	3	Page
4	5	6	Caps
7	8	9	Delete
-	0	-	Enter

Host keypad

1	2	3	
4	5	6	
7	8	9	
	0		

11) Adjust voice volume

- ① Press , input admin password (default 0000), press OK.
- ② Choose sub menu "System setting".
- ③ Choose "Volume", and press OK.
- ④ Choose "Key/Voice/Alarm/Ringer Volume", and press OK.
- ⑤ Set the volume and press OK, to save.

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

Volume
Key Volume
Voice Volume
Alarm Volume
Ringer Volume

12) How to switch the language for your alarm system

Step 1: switch voice





Confirm that your alarm system is connected to your Wi-Fi network.

Enter your alarm panel main menu and follow the steps below:

1 Main Menu	Upgrade	TTS	English Female
Learning	Software Upgrade	English Female	Download TTS: 100% Write TTS: 100%
Delete&Review	TTS	English Male	
System Setting		German Female	
Network Setting		German Male	
Upgrade		Spanish Female	

Note: please do not operate the host during language switching.

Step 2: switch menu language

- ① Press , input admin password (default 0000), press .
- ② Choose sub menu "System Setting".
- ③ Choose "Language" and press .
- ④ Choose the language you want and press , the system will switch the language.

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

8. How to Replace the Battery in your Door Sensor

Door sensors use one AAA battery. Battery life will vary based on use.

NOTE: extreme temperatures can cause your batteries to deplete faster than normal

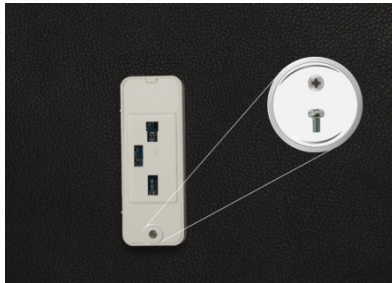
WHEN IT IS TIME TO REPLACE THE BATTERIES, PLEASE FOLLOW THESE STEPS:



1. Make sure your alarm system is disabled to avoid a false alarm trigger when you are changing the battery in the sensor.



2. Push the door sensor up to remove it from the frame



3. Use a very small Philips head screwdriver to loosen the screw to take the cover off



4. Take out the old battery and replace it with a new AAA battery

PLACE BACK THE COVER AND SCREW IT BACK TIGHTLY. SLIDE THE SENSOR BACK INTO THE DOOR FRAME. MAKE SURE THE SENSOR FITS PROPERLY INTO ITS PLACE AND DOES NOT COME OFF.

9. How to Replace the Battery in your PIR Motion Sensor

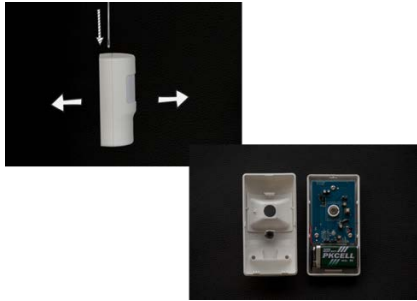
PIR motions sensors use one 9V battery. Battery life will vary based on use.

Note: extreme temperatures can cause your batteries to deplete faster than normal.

WHEN IT IS TIME TO REPLACE THE BATTERIES, PLEASE FOLLOW THESE STEPS:



1. Make sure your system is disarmed to avoid a false alarm trigger when you are changing the batteries in the sensors.



2. Use a small flathead screwdriver to take the cover off



3. Take out the old battery and replace it with a new 9V battery



4. Put the cover on tightly until it clicks

SLIDE THE SENSOR ONTO THE FRAME. MAKE SURE THE SENSOR SITS TIGHTLY IN ITS PLACE AND DOES NOT COME OFF

10. Possible service charges

- Guard Service: Request guard service at \$100 per time when an alarm is triggered or subscribe to 1-year service at \$19.99 per month for a maximum of 4 visit without any charges.
- Police Service: Police visit is not a free service if you request to police to check (cost is over \$200 minimum or higher).
- Fire Service: Fire Service will charge a minimum of a couple of hundred dollars if dispatched.

11. Security Advice to CIK customers

- 1) Always turn on alarm when away
- 2) Always turn on alarm before sleeping
- 3) Improve your front door robustly with a good lock, solid door and other measures
- 4) Keep lights on when away
- 5) Before going on vacation, ask your neighbour to help watch your home
 - clean your mail box on-time
 - Throw out garbage weekly if possible
 - set your lights auto-on every night between 7:00pm – 11:00pm roughly
6. Put up signs/stickers like “protected by CIK” on your front lawn, front door and windows
7. Put up a sign or sticker that says "Be aware of Dog", it has the potential to scare potential burglars away

12. Contact information

647-367-2978

Home Security Local Service Line

1-888-353-5867

Home Security Toll Free Line

support.cik@ciktel.com

Technical Support

<https://ciktel.com/shop/homesecurity>

Home Security Webpage with Video guides

1. 序言

本文件仅供使用 CIK 家庭安防监控服务的客户使用。

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3. 关于 CIK 家庭安防监控服务

您的家应该是一个安全的避风港，是一个让您和家人共享美好生活，并保证个人物品安全的地方。然而，近年来在加拿大，入室盗窃时有发生。我们已逐渐失去了安全感，而且通常事故发生后，等到警察介入已为时已晚。因此，我们需要使用自己的方法来保护我们的家园。

CIK 家庭安全监控服务是一项按月支付的订阅服务。无论您是外出还是在家休息，它都可以全年无休 7×24 小时来监控住宅的任何活动。当监测到未经授权的访问时，您将立即收到短信(或电子邮件)和电话通知。届时，您可以决定是否需要自费申请第三方服务，如保安服务、警察到访或消防服务等。

与市场上大多数安防公司不同，CIK 的家庭安防系统是建立在我们自己坚实的电信和网络技术基础之上，由我们自己的研发部门开发的。

此系统不仅可以监控家中活动情况，还能检测到地下室的漏水情况。我们不仅响应速度更快，并不断致力于创新，为您的家庭安全监控添加更多的功能，让您的家居生活在未来更安全、更舒适、更智能。

无论何时您都不会觉得孤单！有 CIK 安防系统一直陪伴您，保护您的家和家人的安全。

CIK 家居安全监控服务由认证的监控中心提供，我们同时可以为您提供保险凭证，用于降低您的房屋保险费用。

[4. 此服务如何工作](#)

CIK 家庭安防系统有两种工作模式：在家模式和外出模式。

当您要离开家时，需要通过按下控制面板或者遥控器上的锁定按钮来启动离家布防。当您按下启动按钮时，它为您提供 30 秒、45 秒或 60 秒的时间来锁门。如果您有遥控器，只需要轻松地按下门外的锁定按钮。当离家布防被激活，所有的传感器也会同时被激活，全方位保护您的家。

根据您的设置，在开启或关闭警报系统时，您的手机将收到一封电子邮件通知和一条短信通知(如果您开通短信通知)。

当警报启用，出现以下情况时，系统将会触发警报，该警报将发送到我们的 24/7 监控中心：

- 门、窗被打开；
- 在外出模式下，红外运动探测器检测到房间内的异常活动；

只要检测到报警系统被启用，漏水警报就会被触发。

当警报触发时，其信号将在几秒钟内发送到监控中心。除了电子邮件和短信通知，您还将收到来自监控中心的电话，要求您确认当时在订单上设置的核实密码，确保您是房主。您会被问到以下问题：1) 您是否知道此次警报；2) 是否需要调度安保人员，如果需要，则每次收费 \$100；3) 如果您需要 CIK 安排警察到访，每次到访收费至少 \$200。当然根据实际现场花费的时间，费用也会有所不同。

5. 系统概述

CIK 家庭安防系统包通常包括：

- **1 个控制面板**

控制面板通常安装在家门口附近。如果家里之前没有安装过警报系统，可能需要额外安装电缆线，安装费用为\$200。

- **2 个红外运动探测器（PIR）**

PIR 被用来探测房屋内部的异常活动，覆盖范围为 15-20 米的范围。

包括 PIRs 每两年更换一次电池。

- **3 个门磁探测器**

门磁探测器安装在门或窗上。它由两部分组成，一部分安装在固定物体上，另一部分安装在活动物体上。当门、窗被打开时，探测器就会发出报警信号。门磁探测器内部有电池，应每 2 年更换一次。

- **1 个遥控器**

遥控器是当您不在屋内，用来开启或关闭警报的。

****警告：**如果您将遥控器存放在口袋中，请避免推动或挤压遥控器，否则可能会触发警报或发出意外警报信号。

- **1 个漏水传感器（附加选项）**
- **1 个燃气探测器（附加选项）**
- **1 个烟雾探测器（附加选项）**
- **1 个警报器（附加选项）**



1. Control Panel	1pc
2. PIR Motion Detector	2pc
3. Door Breaker	3pc
4. Remote	1pc

6. 可选业务

- 连接到手机--每月\$19.99起

除了我们的标准 Wi-Fi 网络连接发送警报信号外，我们还提供高度安全的手机连接。这样就不会因为没有网络而失去安全保护。

- 手机短信通知--每个手机号\$2.99;
- 保安服务每月 \$19.99，一年合约，可以享受四次免费上门服务；您还可以选择每次\$100 保安到访，无需月费。

7. 常见设置

1) 唤醒屏幕

当屏幕是非唤醒状态时，您只要触摸屏幕或按键就会唤醒屏幕，且该操作不会有实际输入效果。

2) 查看系统信息

如果您要查看您的IP地址或固件版本，可以在“主菜单”中选择“设备信息”，按“OK”键确认。

液晶屏幕会显示固件版本信息和IP地址。

3) 系统升级

我们将会不定时推送固件升级信息给您。

我们强烈建议您安装更新，这将让您的系统更稳定、更有效的工作。

更新系统操作简单，只需在“主菜单”中选择“系统升级”，按“OK”键进入下一级菜单。

在“系统升级”菜单中选择“软件更新”，按“OK”键确认。

更新成功后，您将听到系统将提示音，提醒您更新完成。

4) 重启系统

您可以通过菜单中的选项来重启整个家庭安防系统。

进入“主菜单”，选择“系统升级”，按“OK”键进入下一级菜单。

在“系统升级”菜单中选择“重新启动”。

重启操作将会使您的家庭安防系统回复原始设置。

5) 外出时请开启安防系统

当您要外出时，有三种方式可以开启安防系统：

- 1>. 出门前, 在控制面板旁按下锁定按钮, 即可启用系统。您将听到持续的“哔哔”声(通常为 30 秒或 60 秒), 您必须在超时之前出门并关门, 以避免触发警报。
- 2>. 出门时, 按下遥控器上的锁定按钮, 系统会立即启动;
- 3>. 使用 CIK APP 启动报警(即将推出...)



6) 关闭警报/解除布防

当您回到家中时，有三种方式可关闭警报：

1>. 当打开门时，您将会听到持续的“哔哔”声，这意味着您已经触发了警报，你必须在超时之前在控制面板中关闭它。要解除 CIK 警报，只需按下解锁图标，然后等待屏幕显示“输入密码”时，您可以输入密码（默认密码为：1111），然后按下 OK 按钮即可。

**警告：按解锁按钮后，请确保在输入密码前，您在屏幕上看到“输入密码”，然后按“确定”。如果您看到“拨号”，则表示未成功解锁，您必须重新执行上述操作。

2>. 当您不在室内时，按下遥控器上的解锁按钮，将立即解除警报。


3>. 使用 CIK 应用程序关闭警报（即将推出...）。

7) 开启在家布防

选项 1) 当您在家时，只需按下控制面板上的在家布防按钮就可以开启系统。

选项 2) 您还可以使用遥控器上的在家布防按钮，一键轻松安全布防。

8) 修改管理员密码

① 按 ，输入管理员密码(默认密码为：0000)，再按 OK.


② 选择“系统设置”。

③ 选择“密码”，按 OK.

④ 选择“管理员”，按 OK.

⑤ 输入新密码，确认新密码，按 OK 保存设置。注意：密码应设置为 4 位数字。

9) 修改“解锁用户”密码

① 按 ，输入用户密码(默认密码为：0000)，按 OK.



② 选择“系统设置”。

③ 选择“密码”，按 OK.

④ 选择“用户”，按 OK.

⑤ 输入新密码，确认新密码，按 OK 保存设置。注意：密码应设置为 4 位数字。

默认管理员和用户密码


管理员密码(默认密码为：0000)	按  ，输入管理员密码进入到主机设置菜单。
用户密码(默认密码为：1111)	按  ，输入用户密码去撤防主机。

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

Password
User
Admin

10) 更换 Wi-Fi 连接

- ①按 ，输入管理员密码(默认密码为：0000)，按 OK.
- ②选择“网络设置”，按 OK.
- ③选择“Wifi 设置”，按 OK.
- ④选择“扫描热点”，按 OK. 主机就会扫描可用的 WiFi 网络，选择 WiFi 网络，按 OK. (如扫描不成，用户可以选择手动输入无线网络名称。)
- ⑤选择“密码”，按 OK. 输入 Wi-Fi 密码，按 OK.
- ⑥选择“联网”，主机就会开始连接网络。如果 WiFi 连接成功，主机就会提示“连接网络成功”。

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

Network Setting
WLAN
Mobile Network
On/Off

WLAN
SSID []
PWD []
Scan SSID
Connect
AP Password[123456789]


SSID
1 2 3 Page
4 5 6 Caps
7 8 9 Delete
- 0 - Enter

PWD
1 2 3 Page
4 5 6 Caps
7 8 9 Delete
- 0 - Enter

Host keypad

1	2	3	⊗
4	5	6	⊙
7	8	9	⊕
<⊗	0	⊗	⊗

11) 调整音量

- ① 按 , 输入管理员密码(默认密码为: 0000), 按 OK.
- ② 选择“系统设置”.
- ③ 选择“音量”, 按 OK.
- ④ 选择“按键音量/语音音量/报警音量/铃声音量”, 按 OK.
- ⑤ 设置音量, 按 OK 保存.

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

Volume
Key Volume
Voice Volume
Alarm Volume
Ringer Volume

12) 如何更改语言类型

步骤 1: 语音转换





确保您的主机与网络正常连接。

进入主机主菜单, 然后按照以下步骤操作:

Main Menu	Upgrade	TTS	English Female
Learning	Software Upgrade	English Female	Download TTS: 100% Write TTS: 100%
Delete&Review	TTS	English Male	
System Setting		German Female	
Network Setting		German Male	
Upgrade		Spanish Female	

Note: please do not operate the host during language switching.

步骤 2: 语言转换

- ① 按 , 输入管理员密码 (默认密码为: 0000), 按 .
- ② 选择“系统设置”.
- ③ 选择“语言”, 并按 .
- ④ 选择您想要的语言类型, 并按 , 系统将会更换语言类型。

Main Menu
Learning
Delete&Review
System Setting
Network Setting
Upgrade

System Setting
Language
Password
Volume
Time Set
Push/SMS Alert

8. [如何更换门磁传感器的电池](#)

门磁传感器使用的是一节 AAA 电池。电池寿命将根据使用情况而变化。
注意: 极端的温度会导致你的电池比正常情况下消耗得更快。

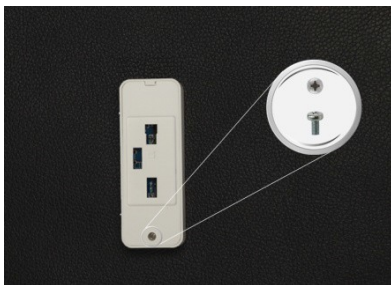
更换电池时, 请遵循以下步骤:



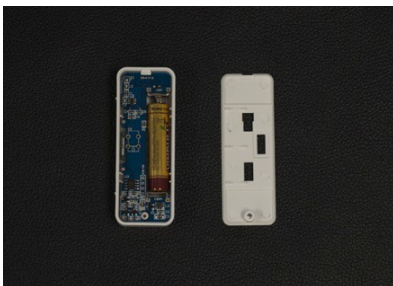
1. 请确保您的报警系统是关闭的, 以避免在您更换传感器电池时触发警报。



2. 将门磁探测器向上推, 可以将其从框架上移除。



3. 用一个非常小的螺丝刀松开螺丝, 取下盖子。



4. 取出旧电池, 换上一块新的 AAA 电池。

注意: 把盖子放回原处, 拧紧。将探测器滑回门框, 确保传感器正确地安装在合适的位置, 不会脱落。

9. 如何更换红外运动传感器中的电池

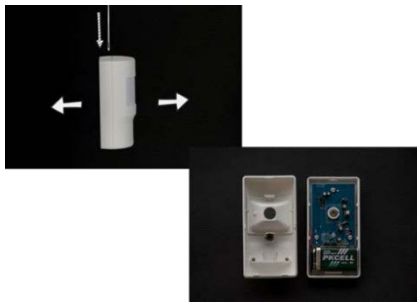
红外运动探测器使用的是一节9V 电池。电池寿命将根据使用情况而变化。

注意: 极端的温度会导致你的电池比正常情况下消耗得更快。

更换电池时，请遵循以下步骤:



1. 请确保您的报警系统是关闭的，以避免在您更换传感器电池时触发警报。



2. 用一个小的平头螺丝刀把盖子取下来。



3. 取出旧电池，换上一块新的 9V 电池。



4. 把盖子盖紧，直到发出咔嚓声。

注意：请将探测器滑回门框，确保传感器正确地安装在合适的位置，不会脱落。

10. 服务费用

保安服务：当警报触发时，如需保安服务，派遣费为每次\$100。您也可以选择以每月\$19.99 的价格预付一年，将会享受一年最多 4 次保安到访服务。

警察服务：警察到访将会收取一定的费用。如有需要，派遣费用\$200 起。

消防服务：如果需要消防员到访，将会收取至少几百加币的派遣费用。

11. 安全建议

- 1) 当您外出时一定要启动安防系统；
- 2) 在您晚上休息前一定要启动安防系统；
- 3) 更换一把质量比较好的锁，换一扇结实的门或使用其他措施来提高安全性。
- 4) 当您外出时，保持室内灯打开；
- 5) 在您度假之前，请邻居帮忙照看家里情况；
 - 及时清理邮箱；
 - 尽可能每周清理垃圾；
 - 将室内灯设置为每晚 7 点到 11 点自动开启。
- 6) 在您家门前草坪、前门和窗户上贴上“CIK 家庭安防保护”的牌子或贴纸；
- 7) 贴一个“内有猎狗”的告示或贴纸，它有可能把潜在的窃贼吓跑。

12. 联系方式

647-367-2978

家庭安防系统本地服务热线

1-888-353-5867

家庭安防免费电话热线

support.cik@ciktel.com

技术支持

<https://www.ciktel.com/shop/homesecurity>

CIK 家庭安防网站