



Tranquilidad para tu vida



# User Manual

## Home Alarm system



# Leader in Service 2025

## Recognition for Excellence in Customer Service

## The Leader in Service Awards

In 2025, Sector Alarm was honoured with the Leader in Service award in the Security Systems category. This pioneering and independent award identifies companies across different industries that deliver the highest quality customer service.

## What does it mean to be a Leader in Service?

Being a Leader in Service means providing the best customer service, which translates to fast, effective, and professional assistance while maintaining high standards of customer satisfaction and loyalty.

It also signifies innovation and accessibility. Award-winning companies are known for implementing digital solutions to streamline customer interactions, ensuring continuous and reliable service whenever it is needed.

**Winning this recognition is a clear testament to a company's commitment to its customers.**

## The impact of the Leader in Service 2025 award on Sector Alarm

Winning the Leader in Service 2025 award is a milestone that celebrates the dedication of our teams to delivering the very best service to our customers. It also reflects our unwavering commitment to excellence in everything we do. Protecting what matters most to our customers isn't just a job — it's our passion.

This award is not only a testament to the collective effort of our team, but it also motivates us to keep improving every day.





## Sector Alarm

**At Sector Alarm, we have been dedicated to security for over 30 years.**

Founded in Norway, our company has grown into an international leader with a presence in several European countries and over 700,000 customers.

In Spain, we've built a strong reputation thanks to our customer-focused approach and our constant innovation in security services for homes and businesses.

Our commitment is to your peace of mind and safety:

- Say goodbye to worries: With Sector Alarm, you benefit from a system that is **connected 24/7 with immediate alerts to the police.**
- Every second matters: In the event of an emergency, we respond **in under 15 seconds** — the fastest on the market.
- No hidden costs: Enjoy lifetime **maintenance and warranty** with no unexpected charges.
- Hassle-free installation: Our **qualified professionals** ensure a smooth and trouble-free installation process.
- **Complete control:** With our advanced technology and a highly intuitive mobile app available in multiple languages, you can manage your system effortlessly and tailor it to your needs.

Thanks to this comprehensive approach, we have been recognised as the leader in security solutions. We proudly accept the **Leader in Service 2025 award** for our commitment to excellence in security for homes and businesses..

## Welcome to Sector Alarm

This user guide will support you in the set-up and daily use of your new alarm system and contains useful tips and troubleshooting advice.s.

If you have any questions, please visit  
the customer service section of the  
Sector Alarm App or:

[www.sectoralarm.es/atencion-al-cliente/](http://www.sectoralarm.es/atencion-al-cliente/)

Remember to always activate your alarm!

Customer number

Installation number

## Easy-to-use alarm system

Here is some useful information about the most important functions of your alarm system.

### Activates the entire alarm system



Press the button and then enter your personal code or place the keytag over the keytag reader symbol on the keypad.

Press and hold the button for 2 seconds on the remote control to quick activate the full alarm.

### Activates part of the alarm system\*



Press the button and then enter your personal code or place the keytag over the keytag reader symbol on the keypad.

Press and hold the button for 2 seconds on the remote control to quick activate part of the alarm..

### Deactivate the alarm system



Enter your personal code or place the keytag over the keytag reader symbol on the keypad.



Press and hold the button for 2 seconds on the remote control to deactivate.

\*The Sector Alarm Advisor will program the alarm according to your preferences..

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# Images from the camera motion detector

Here is how the images from your cameras will be used:

- Images will only be transferred to our Alarm Receiving Centre in the event of an alarm activation.
- The images will only be used to evaluate and determine the cause of an alarm activation.
- Only our Alarm Operators and the police (if necessary) will have access to the images received.



The camera motion detectors (infrared motion detectors with photo camera functionality) will take photos during an active alarm event. Depending on the configuration of the cameras, they may also take photos when the alarm system is disarmed. The photos taken when disarmed are not saved unless there is a sabotage-attempt or if the alarm is subsequently triggered, meaning that if the system is properly disarmed then the photos are not saved. Furthermore, the camera motion detectors will take photos if the smoke detectors detect smoke, in order for our Alarm Receiving Centre to verify if there is an emergency situation.

You may take photos through the camera motion detectors in Sector Alarm App when the alarm system is fully armed. Those pictures will not be available to our Alarm Receiving Centre.

For video cameras, the customer controls the access to the video recordings and real time video, and the Alarm Receiving Centre will only have access to such recording and real-time video during an active alarm event and only if the customer has explicitly consented in the app to share access to video material with the Alarm Receiving Centre.

## How to use the keypad

The keypad is used to activate or deactivate the alarm system by means of a PIN code or keytag. The keypad is equipped with a keytag reader at the bottom.



## Signal lights on the keypad

There are four signal lights on the front of the keypad. These indicate the current status of the alarm system.

### Signal light 1 – alarm triggered

**On:** The alarm system has been triggered.



**Flashing:** There is an alarm in the alarm system's memory which needs to be reset.

**Off:** The system has no alarms.

### Signal light 2 – system error



**On:** System error. This could be due to a problem with the battery or the power supply. After too many failed PIN code or keytag attempts, the light will be on and the keypad will be locked for 5 minutes. If the light persists, contact customer service for assistance.

**Off:** The system is free of errors.

### Signal light 3 – tamper alarm



**On:** A tamper alarm has been triggered in the system. This could be due to failure or tamper. After too many failed PIN code or keytag attempts, the light will be on and the keypad will be locked for 30 minutes. If the light persists, contact customer service for assistance.

**Off:** The system is free of tamper alarms.

### Signal light 4 – door/window open



**On:** Door/window is open when activating/part-activating the alarm.

**Off:** No door/window is open.

### Resetting

You can reset the alarm system by entering your PIN code or using your keytag. If there are various alarms triggered in the system memory, you will need to repeat this process until LED lights 1, 2, 3 and 4 are all switched off.


# How to use the alarm system

The alarm system is easy and convenient to operate using the keypad, remote control or keytag.

## Activate using the keypad

### Activates the entire alarm system

Close all of the exterior doors and windows before activating the alarm.




Push the button. A beep will sound and the button will light up. Enter your 4-6 digit code to activate the alarm.

In the case of a system error, a warning signal will be emitted. You should fix the system error and then try to activate the alarm again. Refer to page 7 to identify the error..

### Activates part of the alarm system\*

Close all of the exterior doors and windows before activating the alarm.



Push the button. A beep will sound and the button will light up. Enter your 4-6 digit code to activate part of the alarm.

In the case of a system error, a warning signal will be emitted. You should fix the system error and then try to activate the alarm again. Refer to page 7 to identify the error.


*\*The part activated mode will be programmed according to your needs. The Sector Alarm Advisor will program the alarm according to your preferences.*

## Activate using the remote control

Keep in mind that the remote control activates and deactivates the system without a PIN code or keytag. You should therefore keep it in a safe place so that only authorized people have access to it.

### Activates the entire alarm system

Close all of the exterior doors and windows before activating the system.




Press and hold the button for 2 seconds on the remote control to quick activate the alarm.

All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

### Activates part of the alarm system\*


Close all of the exterior doors and windows before activating the system.



Press and hold the button for 2 seconds on the remote control to quick activate part of the alarm.

All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

### Check status



To check the status of the alarm, press and hold the button for 2 seconds and the button confirming the current activation status will light up for 2 seconds.

*\*The Sector Alarm Advisor will program the alarm according to your preferences.*





## Deactivate using the keypad

The entire system will be deactivated, regardless as to whether it was in *Full activate mode* or *part activate mode*.

- ))) Enter your PIN code or use the keytag over the keytag reader.  
The full activated button light will be switched off to indicate the alarm has been deactivated from full activated mode.
- ))) The part activate button light will be switched off to indicate the alarm has been deactivated from part activated mode.

When somebody enters a property that is activated or partially activated, the system will generate a count down sound to indicate that it is necessary to deactivate the alarm system before the count down finishes, to avoid the alarm triggering.

## Deactivate using the remote control



The entire system will be deactivated, regardless as to whether it was in *Full activate mode* or *part activate mode*.

- 🏠 Press and hold the button for 2 seconds to deactivate.  
All the button lights will blink to confirm the action and the selected button light will light up for 2 seconds.

When somebody enters a property that is activated or partially activated, the system will generate a count down sound to indicate that it is necessary to deactivate the alarm system before the count down finishes, to avoid the alarm triggering.

## Siren and sound

When the alarm is triggered, the siren will sound. The sound will be generated from the optical smoke detectors, keypad and indoor sirens (if fitted).

- You will have two different sounds depending on the type of alarm.
- If the sound is constant, there has been a burglar alarm or a panic alarm 
- If the sound is pulsing, the system has detected smoke 

## SOS function

The SOS function gives you greater personal security. In an emergency, you can push the SOS buttons on the keypad or remote control and we will respond in seconds sending the help you need.

### Activate using the keypad

- 🏠🏠 Push and hold the two bottom buttons on the keypad at the same time for 2 seconds.

The siren will sound immediately and switch off after the alarm has been deactivated.

### Activate using the remote control

- 🏠🏠 Push the two upper buttons on the remote control at the same time for a minimum of 2 seconds.

The siren will sound immediately and switch off after the alarm has been deactivated.

## Portable voice unit

The portable, two-way voice unit allows our Alarm Receiving Centre to contact you if (and only if) your alarm is activated. In the event of an emergency, you can take it down from the wall and carry it with you while you get to safety - our Alarm Operator will be with you every step of the way.





# Information about the most common alarm components

Here, you will find descriptions of our most common alarm system components. You can find more information about other components on our website ([www.sectoralarm.es](http://www.sectoralarm.es)).



## Keypad

Keypad activate and deactivate the alarm system and can be used to trigger an SOS. Acts also as a siren in case of an alarm. Each user has their own PIN code or keytag.



## Camera motion detector

Detects movement with infrared sensor (even at night) and in the case of an alarm takes and sends photos to the Alarm Receiving Centre for verification.



## Security gateway

The central hub of the security system connecting all the components to the Sector Alarm secure cloud service with protected triple connection using 4G, WiFi and Ethernet. Supports Zibgee for selected smarthome devices. The only powered component of the alarm system which is backed up with an emergency battery.



## Contact and shock detector

Detects if door or window is opened or closed. Also detects attempts to break the door or window by sensing the shock and vibration before the intruder can get in.



## Portable voice unit

Two-way voice unit with hands-free audio. Alarm Receiving Centre can always reach your home to verify the emergency and to assist you and your family. The voice unit is portable at home so you can take it with you during an emergency while we help you get to safety.



## Remote control

Quickly activate or deactivate the alarm system or trigger SOS from anywhere in the home. You can also easily check the current status of the alarm system.



## Water leakage detector

Water leaks can cause significant damage to your home. This detector identifies problems early so we can take action fast and minimize the damage.



## Keytags

Works as a secure access key. Simply touch the Sector Alarm logo on the keypad to activate or deactivate the alarm system.



## Smart plug

Control your lights and domestic appliances from your phone. Set your system to automatically turn off appliances (such as hair straighteners or the iron) when the alarm system is activated.



## Optical smoke detector

Accurate detection of even the smallest amounts of smoke. Always on and continuously monitored, even when the alarm system is deactivated. Functions as an additional siren for your alarm system. We can visually verify fires through your camera images and contact the fire department. Humidity and temperature sensors also enable you to monitor your indoor climate.

## Smart solutions

Enjoy the relief and comfort of being in full control of a smart, connected home.

### Control your alarm as you want

Our alarms are easy to activate and deactivate: you can use the Sector Alarm App, smart keys, and/or a personalized code. It's up to you. Additionally, automate the partial activation and deactivation of your system through your app. For greater peace of mind, you can carry the remote control in your pocket and use it easily in case of an emergency at home.

### Notifications and control of your home from the Sector Alarm App

Control who is at home from the Sector Alarm App. Receive notifications if you leave a window open when the system is activated. You can also monitor the temperature in your home and detect changes that could indicate a problem. Wherever you are, you will have control of your home and know if everything is okay.

### Smart plug

Control the lighting and electrical appliances in your home with smart plugs through your mobile phone from the Sector Alarm App. You can connect electrical appliances (such as coffee maker, the iron...) or turn lights on and off when you're away from home to produce a deterrent effect.

Smart plugs can be controlled remotely through your App. Have you left the iron on? You can check it and turn it off if necessary. Connect the lighting to your smart plugs and you can easily turn the lights on and off from the App.

### Smart home, adaptable to your future needs

Our security system is compatible with Zigbee—the leading platform for Smart Home—so you can continue to set up your security system and add more smart features to your home as your needs change.

## Create an account on My Pages/Sector Alarm App

By creating an account on My Pages or in the Sector Alarm App, you can control your alarm system and get important information about your system and your home. To create an account, you need to have your customer number available. This can be found in the documentation of your alarm system. Register an account at **sectoralarm.es** or via the Sector Alarm App which you can download from your app store. We update the app and add features continuously.

## Maintenance and advice

In order to ensure that your alarm system is working properly:

- The system is remotely supervised by Sector Alarm 24/7/365.
- Sector Alarm recommends that you perform a local system test every third month. Please contact Sector Alarm customer service for further information on how to perform a local system test.
- Ensure that none of the components have been damaged and are free from dirt, dust, cobwebs etc.
- Clean the keypad with a dry cloth.
- If you are carrying out renovations or moving furniture, make sure that you do not block or cover the components or the components' line of sight.
- If you are painting, wallpapering or sanding it may be necessary to temporarily remove part of the alarm system to prevent damage or false activations. Please contact Sector Alarm customer service before you do this.



The alarm systems siren(s) are designed to wake a person sleeping heavily, and to deter/disturb intruders. Prolonged exposure to the siren for long periods of time should be avoided. In the event that the system is accidentally activated while you are on the premises please ensure you turn the alarm off (see page 10), if unable to do so please leave the premises. When testing the system we recommend that you protect your ears.

