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BANHAM

SECURITY

ANNUAL  
CONTRACT BROCHURE

PROTECTING BRITAIN'S FINEST HOMES



# COMPLETE SECURITY COVERAGE

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## RANGE OF SECURITY

At Banham, we provide a comprehensive range of security products, including high-security doors, patented locks, alarms, CCTV systems, and safes for homes and businesses with our smart home solutions allowing for remote monitoring and control of your security. We offer keyholding services, dedicated service and maintenance engineers, and police monitoring to ensure continuous support.

## BESPOKE COVERAGE

Banham security products and services are individually designed to best protect and complement your unique home or business. Our products are fully customisable and our team of security experts will manage your project for you from start to finish.

# THE BANHAM SMARTSECURITY APP

Take control of your home security with the Banham SmartSecurity App. Designed for seamless management, monitor and operate your security system anytime, anywhere.

## KEY FEATURES:

**Cloud-Based Security:** Utilises secure cloud-based technology that never stores codes, passwords, or personal data, minimising hacking risks.

**Certified Standards:** Fully compliant with European standards (EN50131-1 and IA1501:2015), suitable for medium Grade 2 to high-risk Grade 3 alarm installations.

**Remote Control:** Arm or disarm your alarm system and seamlessly manage it with features like gates, lighting, or curtains.

**Device Status & Notifications:** Check the connection status of devices such as CCTV, Entry panels. Receive push notifications showing system activity and events.

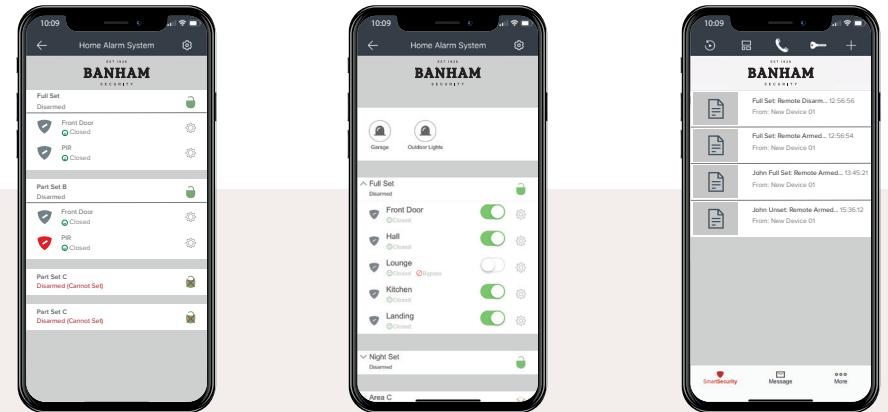
**Multi-Site Management:** Oversee multiple systems across various locations from one centralised app.

**CCTV Integration:** Connect with Banham CCTV systems to give live view and playback for streamlined security control through a single app.

**Split-Screen Viewing:** Monitor up to multiple camera streams at once or focus on one at a time for enhanced details.

**Live & Recorded Video with Audio:** Access live streams, capture screenshots, and use microphone-enabled cameras for two-way audio.

**Video Entry Integration:** Connect with your Banham video entry system to answer your door remotely and trigger a lock to grant access if desired.



In a critical event, your alarm notifies the Banham SmartSecurity App and our 24-hour Alarm Receiving Centre (ARC). The ARC verifies the alarm and alerts you or your keyholders, like Banham key guard, to attend your property.



# ALARMS

Our Burglar Alarm contracts include year-round maintenance, and monitoring by our inhouse Alarm Receiving Centre (ARC), plus the Banham SmartSecurity App.

With a Banham alarm featuring police response, you can rely on rapid attendance after an activation. This service provides a significant advantage over standard 999 calls. In 2024, following Banham's notification, the Metropolitan Police achieved an average arrival time of just 8 minutes\*. Banham helped develop ECHO, a system that sends alarm notifications directly to police command and control rooms. This direct connection speeds up communication and leads to faster police response times.

## WHAT IS AN ALARM HEALTH CHECK?

Every day your system is checked to ensure that our team will receive any signals from your alarm ensuring all communication paths are working.

## WHO IS MY NOMINATED RESPONDER?

Your nominated responder is someone who responds to your alarm activation or emergency at your property. This could be the Police (through our Police Response) or a Banham key guard (through Banham keyholding) or a trusted individual such as a neighbour or friend.

\* Data from the Metropolitan Police. Based on average response times to over 1000 Policed alarms in 2024.



	Burglar Alarm With Your Nominated Keyholder Response	Burglar Alarm With Police Response
Annual Maintenance Visit	✓	✓
Banham Alarm Receiving Centre 24/7 Monitoring	✓	✓
24/7 Technical Support	✓	✓
Banham App 24/7 Monitoring	✓	✓
Remote Maintenance **	✓	✓
Daily Health Check	✓	✓
Nominated Responder can be Contacted 24/7	✓	✓
ECHO Connect	x	✓
24/7 Police Dispatch	x	✓
24/7 Key Guard Dispatch	x	x
Panic Button Dispatch	x	x
Bank Holiday Emergency Visits	x	x
Warranty on Products	2-years	2-years

## EXTRA BENEFITS TO SUIT YOU

We offer a range of features for Burglar alarms with the ability to add in any extra benefits you may need.

**CCTV Camera Integration:** Up to two CCTV cameras can also be connected to your Banham SmartSecurity App.

**Smoke Alarm And Carbon Monoxide Detectors:** Available as part of all Burglar Alarm contracts.

\*\* Remote Maintenance available depending on the age of the control panel.

	Burglar Alarm With Police Response & Panic Alarm	Gold Keyholding & Rapid Alarm Response
Annual Maintenance Visit	✓	✓
Banham Alarm Receiving Centre 24/7 Monitoring	✓	✓
24/7 Technical Support	✓	✓
Banham App 24/7 Monitoring	✓	✓
Remote Maintenance **	✓	✓
Daily Health Check	✓	✓
Nominated Responder can be Contacted 24/7	✓	✓
ECHO Connect	✓	✓
24/7 Police Dispatch	✓	✓
24/7 Key Guard Dispatch	x	✓
Panic Button Dispatch	✓	✓
Bank Holiday Emergency Visits	x	✓
Warranty on Products	Lifetime	Lifetime

## IN AN EMERGENCY

If your system is activated while you're away, and you have the Burglar Alarm with your nominated Keyholder response contract, our Alarm Receiving Centre (ARC) will notify one of your nominated keyholders to attend and check your property.

Call our Alarm Receiving Centre, 24 hours a day, on **020 7622 5151**

# CCTV

Our CCTV contracts include the maintenance of your CCTV system to ensure it is running year-round. Our Maintenance and Monitoring Contract includes advanced activated monitoring where we'll inform you of any unusual activity.

	CCTV Maintenance & Monitoring	CCTV Maintenance
Annual Maintenance Visit & Report	✓	✓
24/7 Customer & Technical Support	✓	✓
Banham Alarm Receiving Centre (ARC)	✓	x
Banham App & Remote	✓	x
Activated Monitoring	✓	x
Daily Health Check	✓	+£
Visual Verification	+£	+£
Keyholding Response	+£	+£
Intruder Alarm Integration	+£	x
Warranty	2-year warranty	2-year warranty

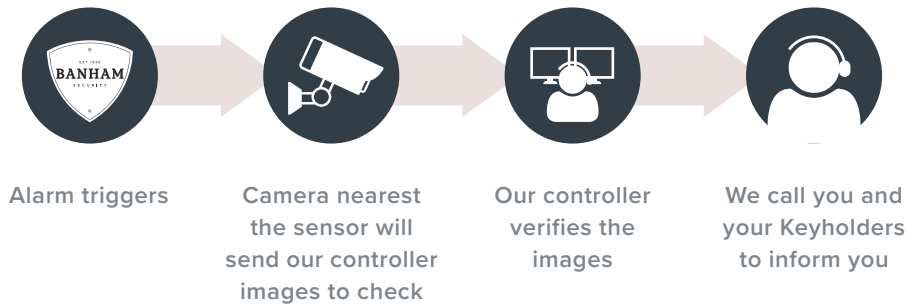


## WHAT IS ACTIVATED MONITORING?

We will notify you when it matters – our cameras have advanced motion detection which alerts our team, if we detect something unusual, we will inform you and/or your keyholders straight away.

## WHAT IS VISUAL VERIFICATION?

Our monitoring team will access footage through your CCTV camera when the alarm has been activated to ensure we respond in the most beneficial way.



# KEYHOLDING RESPONSE

With Banham's Keyholding service, we securely hold a copy of your key to assist in emergencies, such as alarm activations or property checks when you're away.

Our professional key guards are available 24/7, 365 days a year, to help with tasks like lockouts, letting in a tradesperson, or checking on your property.

We offer flexible contracts, from Standard to Gold options. Use the table to find the contract that best suits you.

	Standard Contract	Gold Contract
Keys Secured in Our Accredited Facility	✓	✓
Attendance Report Following Each Visit is Emailed Straight Away	✓	✓
24/7 Customer Service Assistance	✓	✓
24/7 SIA Licenced Banham Key Guard Dispatch	+£	✓
24/7 Emergency Lock Out Attendance	+£	✓
24/7 Emergency Alarm Activations	+£	✓
24/7 Emergency Resecuring of Your Home	+£	✓
24/7 Emergency Visits	+£	✓

## ADDITIONAL FEATURES

For a standard call out charge (+£) can access your property quickly to

- Provide access to engineers, workmen and emergency services
- Conduct routine security checks
- Turn off appliances and even feed pets!

## IN AN EMERGENCY

If your system is activated while you're away, our Alarm Receiving Centre (ARC) will notify one of your nominated keyholders before sending out a Banham key guard.

Our 24/7 emergency keyholding number is **020 7627 0344**



# ACCESS & ENTRY

Banham offers two specialised systems to enhance your property's security: Access Control Systems and Entry Systems, each tailored to specific needs.

## ACCESS CONTROL SYSTEM

Designed to monitor and control access to your premises, the Banham Access Control system is ideal for businesses and properties requiring advanced security. It uses cutting-edge technology, including biometric scanners, smart locks, and proximity readers, ensuring only authorised individuals can enter.

## ENTRY SYSTEM

Perfect for residential or multi-occupancy buildings, the Banham Entry system enhances both convenience and security. Combining high-quality audio and video features, this system makes managing visitor access seamless while maintaining peace of mind. It also offers remote management options through the Banham SmartSecurity App, allowing you to control your entry system from anywhere.



For a detailed comparison of features, refer to the table to decide which system best suits your property's requirements.

	Access Control System	Entry System
Annual Maintenance Visit	✓	✓
24/7 Customer & Technical Support	✓	✓
Biometric & Fingerprint Scanners	✓	x
Smart Locks, Smartcards & Proximity Readers	✓	x
Full Standby Battery Backup	✓	x
Recorded Activity Log	✓	x
Request-To-Exit Facility	✓	x
Emergency Break Glass	✓	x
Proximity Tags for Alarm Integration	✓	x
Additional Handsets & Monitors	x	✓
Lock & Talk Buttons for Door Release	x	✓
Two-Way Audio Connection	x	✓
High-Quality Audio & Video Technology	x	✓
Remote Management via Banham Smartsecurity App	x	✓
Warranty	2-year warranty	2-year warranty

# FIRE ALARMS

Banham fire alarms protect your home or business with reliable, modern technology. Holding both BAFE (British Approvals of Fire Excellence) accreditation and the NSI (National Security Inspection) Fire Gold Standard award for installation, maintenance, and service, our bespoke fire alarm systems are renowned for their quality.

With our maintenance and monitoring contract, we maintain your fire alarm and ensure it runs smoothly year-round to meet your insurance needs.

	Maintenance & Monitoring – Banham Burglar Alarm With Police Monitoring Integration	Maintenance & Monitoring Of Stand Alone Banham Fire Alarm
Two Maintenance Visits	✓	✓
24/7 Customer & Technical Support	✓	✓
24/7 Monitoring	✓	✓
24/7 Fire Brigade Dispatch	✓	x
Banham App	✓	x
Warranty	2-year warranty	2-year warranty

BAFE is the independent registration body for Third Party Certificated fire safety service providers across the UK.

# FIRE SAFETY PRODUCTS

In addition to our fire alarm systems, we provide a range of premium fire safety equipment, including fire extinguishers and fire blankets, to ensure optimal safety. Our maintenance package for these products includes an annual maintenance visit and 24/7 access to our customer support team.

	Maintenance Package
Annual Maintenance Visit	✓
24/7 Customer Support	✓
Warranty	2-year warranty

Smoke Alarm And Carbon Monoxide Detectors – Available to include as part of all Burglar alarm package.



Banham Fire Safety Products Include:  
Water | CO2 | Wet Chemical | Dry Powder | Foam Extinguisher | Fire Blankets

# CONTACT

## YOUR BANHAM CONTACT TODAY:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## EASY, CONVENIENT AND INTEREST FREE DIRECT DEBIT PAYMENTS

As a family business, we have protected and supported our customers for almost a century. This includes making it easier to pay your bills. For all residential customers, we have a Direct Debit payment option, which helps spread costs over 12 months, interest free.

Have total control on your payments and cancel anytime.

Please note that only annual contracts and installation invoices will be split over 12 months. Any emergency call outs will be taken as one payment.

If you need any assistance in relation to contracts, products and services please feel free to contact us at

020 7622 5151



# TRUSTED, CRAFTED, SECURITY

Founded in 1926 by William F. Banham, Banham is a premier security provider, known for inventing the first automatic door bolt.

Today, we stand as London's largest security company, and remains a family business, celebrating nearly 100 years of innovation and excellence, driven by a commitment to quality and customer satisfaction.

This dedication ensures Banham consistently delivers unparalleled security solutions, maintaining its reputation as a trusted name in the industry.

Find out more



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