



Trans-Alarm, Inc.
A Trans-American Security Services
LLC Company

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Trans-Alarm Security Intrusion, Fire and Mechanical Alarm responsibilities as a keyholder

A Trans-Alarm, Inc. system is monitored at Trans-Alarm, Inc. in Burnsville MN. Trans-Alarm, Inc. operates a 24x7 UL and Five Diamond Certified Response Center.

If an alarm signal has been received by our Response Center, our certified dispatchers will take the necessary action. One of these actions would include contacting the property for verification of the alarm, and then if necessary contacting a keyholder or dispatching Police, Fire or Medical.

The police require that a person with a monitored alarm provides the names, and contact details for at least two people who live within 20 minutes of the alarmed property to act as keyholders.

The keyholder will need to know the following:

- How to unlock the door(s) of the property – either knowing where a hidden key is or having a key of their own.
- Where the alarm panel and keypad are located and how to operate them.
- The alarm code number which you have assigned to your account, or a code just for keyholders. This should be memorized.
- The code word for them or the PIN Code to be used when discussing the alarm with the Trans-Alarm, Inc. Central Station Dispatcher.
- The telephone number for Trans-Alarm, Inc. Central Station for alarms and also if they would be authorized to request service.
- How to contact the property owner if necessary.
- How to reset the alarm.
- How to re-arm the system and secure the premise.