



Benefits to fire alarm certification for alarm service companies

Each year, alarm service companies around the U.S. take advantage of UL's Fire Alarm Certification program through Central Station Service. UL's Fire Alarm Certification program forms a partnership between the alarm service contractor, the code authorities and UL. Certifying the fire alarm system provides confidence to all stakeholders that the system is in compliance with all of the elements found in the National Fire Protection Association (NFPA) 72.

UL visits each UL Listed alarm service company annually to conduct an audit of selected locations to determine that the alarm service company provides code compliant services based on the NFPA edition declared on their certificate. Each UL audit includes an evaluation of system documentation, event history/service response and a field audit of the system. This audit is in place to help supplement the code authorities' abilities to conduct routine inspections, as well as to assist where the code authority has limited resources or where the staff has limited technical knowledge. This provides greater confidence between the property owner, code authorities, and the alarm provider that fire alarm systems will function properly when needed.

UL also holds annual town hall meetings to bring together all alarm contractors and code authorities in their respective regions. The purpose of the town hall meeting is to provide program updates, continuing education, and awareness of code changes, and current events surrounding the alarm community.

Additional benefits include:

- A 200-mile coverage area for the service center to work in additional jurisdictions where UL Central Station Service certification is required
- Level playing field among all listed alarm contractors
- Increased revenue from service contracts
- Accountability and credibility from a Nationally Recognized Testing Laboratory (NRTL)
- Complimentary or reduced-cost training from UL
- Includes ongoing technical support from UL



Discover what our satisfied customers have to say

UL has been a great benefit to my growing fire alarm company. I had received a proposal from another third-party certification provider before choosing UL. The initial response was timely and outstanding from UL. The first audit experience was also proficient; the auditor took the time to explain the process to me and has always been an email or phone call away whenever I have questions. I would highly recommend UL as your provider of choice.

– Dedrick Torry, Torry Low Voltage Communication

It is plain to see that being a UL Listed company has many benefits for our customers and the code authorities that require fire alarm systems to be listed within their jurisdictions. As the primary system provider, we have the ability to track, repair and update fire alarm systems accurately. In providing both customers and code authorities with detailed and complete reporting and systems testing documentation while maintaining the systems to NFPA standards, it significantly cuts down on errant and/or false alarms. We have also found it to be apparent to those customers and jurisdictions that do not require UL Listing that the detail provided and efficiency by which simple maintenance and troubleshooting are performed by adhering to the standards and doctrines mandated by UL help create consistency in service, maintenance and testing for their systems also.

– Shawn Akers, TED Systems

In the beginning, we looked at UL certification as another compliance challenge for our business. But over the years, we have realized that UL has helped grow our service business by providing the services needed as a UL Listed company. Our customers like UL certification because they are more satisfied with the performance of their systems and the service they are receiving. Additionally, the support and training provided by our local UL specialist during our audits has been outstanding. We take full advantage of the training and knowledge offered by the UL specialist.

– Chris Haddock, JCI

Have questions? Reach out to us at ulalarmserviceahj@ul.com.



Empowering Trust[®]

UL and the UL logo are trademarks of UL LLC © 2020.

V1.0 | 12.20