

What you should know about the new UL changes.

Are you affected by the changes to UL 1981 and 827?

UL 1981 Revision 3 and UL 827 8th Edition will affect the monitoring industry in different ways. While a small or proprietary monitoring center may not be affected at all, larger centers monitoring thousands of accounts may need to make significant changes to keep up with UL requirements.

Q: Why are these changes happening?

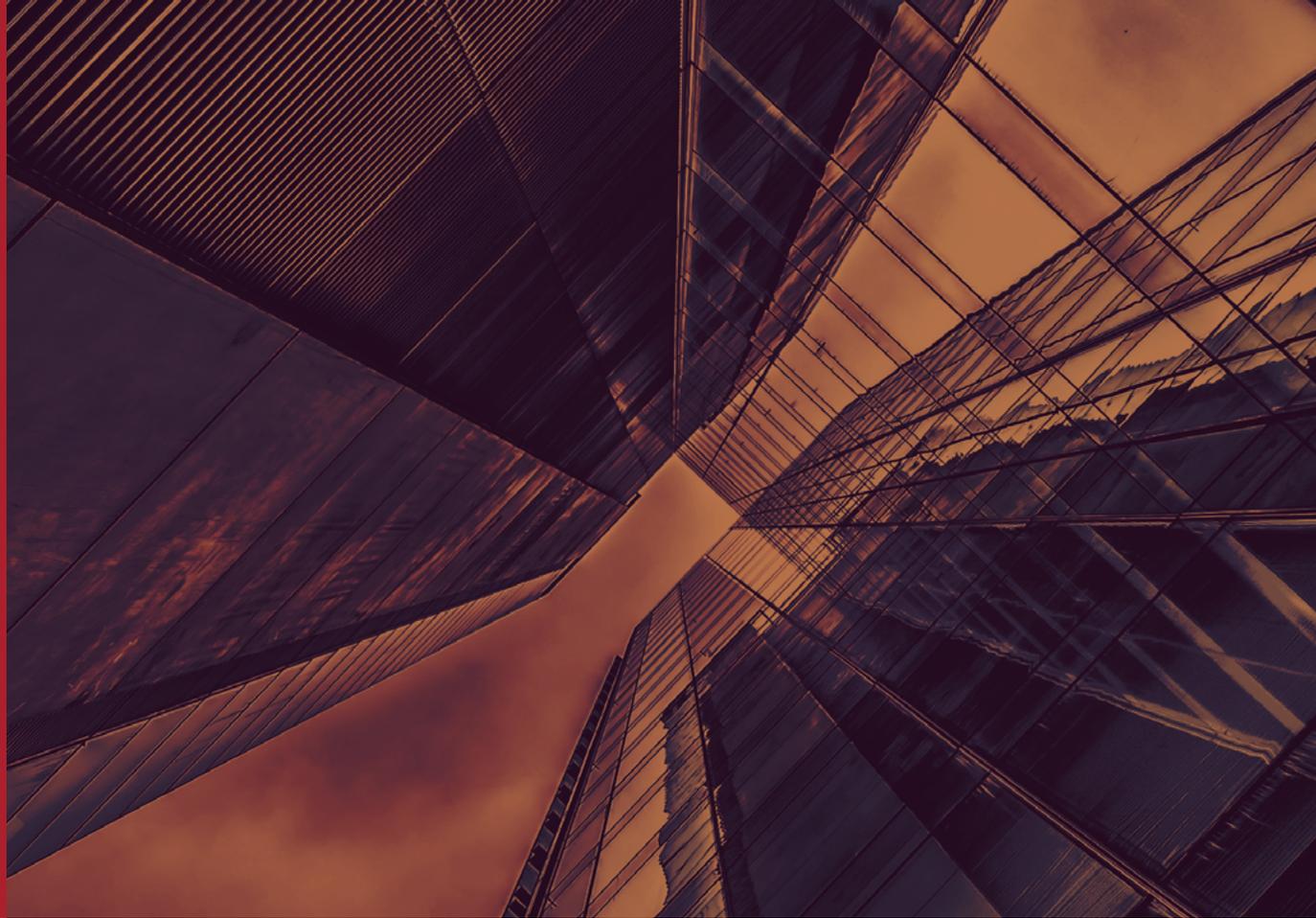
A: UL 1981 sets requirements for alarm monitoring software, while UL 827 places standards on physical buildings and hardware. Over the last decade, technology advances, including virtual machines, and overlaps between the two standards created ambiguity and conflicts that required addressing. UL 1981 Revision 3 and UL 827 8th Edition solve these conflicts and better define the separation between them.

Q: When do I need to be compliant?

A: All UL-listed monitoring centers must be compliant to both UL 1981 Revision 3 and UL 827 8th Edition by December 15th, 2018.

Q: Is ManitouNEO compliant?

A: ManitouNEO has received updated UL certification for UL 1981 Revision 3. For customers using BoldNet Neo or running ManitouNEO in our Manitou Cloud Services environment, Bold's database center is certified for UL 827 8th Edition.



Q. What is a MEW Factor?

A. The Monitoring Equivalent Weight (MEW) Factor of a monitoring center is based on the number of accounts it monitors, with different weights given to different account types. Monitoring centers have different failover and redundancy requirements based on it. The MEW Factor is determined by calculating the sum of the following formula:

- Number of Residential monitored accounts x .333
- Number of Inactive Commercial monitored accounts x 1 (ManitouNEO identifies these as Active Commercial Accounts with no Open/Close service)
- Number of supervised Commercial intrusion alarm systems with monitored Open/Close x 3 (ManitouNEO identifies these as Active Commercial accounts with a supervised Open/Close; if a partitioned system allows each area to send an Open/Close, then each partition is counted as a separate system.)

Q. Will I now require a redundant site?

A. Per UL 827 8th Edition, only monitoring centers with a MEW Factor of over 100,000 will be required to have a redundant site, and will have until January 1, 2020 to comply. Bold can provide compliant redundancy options to centers needing this requirement.

Q. How is Bold preparing customers for these changes?

A. Bold added 62 items to the ManitouNEO platform to be compliant with UL 1981 Revision 3 and to provide monitoring centers with the features they need to be compliant with UL 827 8th Edition. We are planning for all our UL-listed monitoring centers to upgrade before the December, 2018 deadline. Bold has an “Introduction to ManitouNEO” document available for customers to review the upgrade hardware requirements. You can access it in the BoldU Resource Center or email sales@boldgroup.com.

Contact us today to learn more about scheduling your ManitouNEO upgrade!



800-255-BOLD

boldgroup.com

sales@boldgroup.com