

“BT’S DECISION TO WITHDRAW THEIR REDCARE ALARM SIGNALLING SERVICE FROM THE MARKET”

Nicholas Whiting, leading figure at BT Redcare, a provider of alarm signalling solutions, has conveyed to the security market, including security installation businesses and Alarm Receiving Centres, about the challenging choice BT has made to terminate all operations of BT Redcare on August 1st 2025. This declaration, made on February 1st, has been prompted by a refreshed strategy aimed at minimising product variations and concentrating resources on the development of key products and services that cater to customer needs.



Announcement of Discontinuation: BT has made the decision to terminate their Redcare alarm signalling service. The cessation will take effect from 1 August 2025.

Impact on Clientele: This will directly impact over 100,000 individual customers and enterprises. It is anticipated that customers might be contacted by various alarm maintenance firms and providers.

Insurance Implications: The alarm systems play a crucial role in customers' insurance policies. Clients are advised to consult their insurance brokers for guidance.

Substitute Options: The options for alternative providers are limited. Suggested replacement products are the CSL Dualcom Grade shift Pro DP3 or any dual path Alarm Transmission System with a DP3 performance level, certified to BSEN50136-1:2012.

Urgency: Prompt action is advised for Redcare customers. As the deadline is nearing, potential bottlenecks in installation and product shortages are expected.

REPLACING YOUR REDCARE ALARM SYSTEM



Regulation and Approval:

The replacement service should be installed by a company regulated by the National Security Inspectorate (NSI).

Alternatively, it can be installed by a company regulated by the Security Systems and Alarms Inspection Board (SSAIB).

Certification and Standards:

The chosen replacement service should meet the same performance level as Redcare. Look for products that are certified according to BSEN50136-1:2012 or equivalent standards.

Remember, selecting a reputable and certified provider ensures the security and reliability of your alarm system.

We hope this blog has been helpful in bringing to light some of the key market changes and how to deal with them. If you have any questions at all, please do contact us by clicking the button below!

[Click Here!](#)