

# FAQs - Security Systems

Security systems engineering is a broad, complex field. The FAQ section will shed light on some of the more puzzling issues and provide answers to important frequently asked questions.

## Burglary protection: How can I best secure my home?

Burglars come through windows and skylights, force doors and can immediately identify a lack of security systems. Basic cylinders and vulnerable locks will just raise a smile before burglars set about the easy task of breaking in. EVVA's high-grade security systems can put a stop to such break-ins.

As a study by EVVA and the INTEGRAL Research Institute plainly shows, most respondents would only implement measures to provide better burglary protection if they themselves or people they know have been victims of a burglary. This means, in many cases, something must happen first before action is taken and burglary protection is consequently improved. If you wish to take action before damage is done, EVVA's globally successful products will bring you peace of mind when in the comfort of your home.

### What provides real protection against burglars?

Even the simplest precautions are a great help, such as always locking doors, not leaving windows ajar all the time, or making sure neighbours keep an eye on things, a safeguard measure which is often undervalued. However, proper protection against professional burglars can only be provided by top-rate security solutions. High-grade solutions really pay off - the brand name EVVA is often enough on its own to deter potential burglars. Which security systems are ideal for your particular requirements? EVVA will tell you exactly what you need:

#### Mechanical locking system

There is nothing better than a good, solid, high-grade mechanical locking system. EVVA can supply you with keys which meet very high security standards and can protect you from illegal break-in methods such as snapping off, drilling or extracting cylinders.

#### Electronic locking system

Electronic locking solutions are also becoming increasingly popular in private residential properties. EVVA products are exceptionally convenient and easy to use: In the case of EVVA e-primo, for instance, you simply have to place an identification medium such as a card or key fob against the cylinder and you can then open or lock your doors instantly - no wiring, no software, no PC required.

#### Alarm system

Many burglars gain entry through windows, through tilted balcony and patios doors, or manage to get in by some other means. Such security vulnerabilities are often overlooked. This is why it is important to provide seamless, all-round protection: EVVA can provide you with well-engineered, wired or wireless alarm systems, which are certified by the Association of Austrian Security Companies (VSÖ) and are also recommended by police crime prevention units. They will secure all vulnerable points in your building with contact and motion sensors as well as smoke and glass break detectors. We will also gladly provide you with information regarding any possible government subsidies.

## Burglary protection: How can I best secure my company?

Police arrive at the ABC electronics store. Goods valued at tens of thousands of Euros have been stolen from the warehouse. It becomes apparent that the lack of security systems made the burglar's job easy. Same day - another location: A member of staff at a branch of chain store XYZ gains unhindered access to the storeroom. For the third time this month, he steals goods of considerable value undetected. There is no access control system. Such a security system would have prevented the theft. Examples such as these demonstrate the importance of sophisticated security systems on company premises. Most companies are aware of such systems but do not take any action until after such incidents take place. Take preventative action now - EVVA, one of the leading suppliers of security systems in Europe, will be happy to assist.

### **Potential danger from inside and out:**

- » Break-ins are a daily occurrence in stores and business premises. A mechanical locking system, such as EVVA's time-tested 3KSplus system, is essential and offers lasting protection against illegal break-in techniques. Alarm systems also monitor premises inside and out twenty-four hours a day.
- » Danger does not always come from the outside. Companies are increasingly faced with theft by members of their own workforce or also by customers. This is why sensitive areas should not be accessible to everybody. EVVA access control systems ensure only authorised personnel can open and lock certain rooms, such as storage facilities. A video surveillance system can also be quickly and easily installed.

### **Don't let security technology issues overwhelm you**

Aversion to using necessary technology or the fear of the expense of wiring are not uncommon reasons for a lack of security systems. Such reservations are unfounded, however. EVVA security solutions are easy to use and can be implemented without great expense.

### **How you benefit from EVVA:**

- » Easy-to-use and low-priced: an integrated security system for all your different sites and user groups
- » Safe, long-term investment: EVVA security solutions can grow as your company expands and can be enlarged at any time, to include new buildings or extensions, for instance.
- » Ideal combination of time-tested technologies: Mechanics provide a secure, basic system. Electronics are primarily used for sensitive company areas. They determine who can enter particular areas at particular times (employees, customers, cleaning service, etc.). There is no need to spend time and money on extensive wiring.
- » The ideal alarm and/or video surveillance system for the size of your enterprise.
- » Mechanical override lock system for fire services
- » Founded in 1919, EVVA is a long-established company with decades of experience in the security sector. It can offer numerous reference clients in all industries all over the world

## **What attracts burglars?**

Don't make things needlessly easy for burglars. The 5 biggest mistakes.

### **10 ways to protect yourself against burglars**

#### **1) Make things as difficult as possible for burglars**

In most cases, it only takes between 5 and 10 minutes to break into a building. If structures offer enough resistance, burglars will give up after about 3 to 5 minutes. Efficient mechanical security systems, such as security cylinders and other supplementary security devices, provide such effective resistance. Rely on professional security technology from a renowned company such as EVVA.

#### **2) Lock your doors**

A door which has merely been closed but not properly locked is very easy to open. Even the highest quality cylinders must always be locked. Doors should be locked out of habit, but, unfortunately, they very often are not. You can't make it much easier for burglars.

#### **3) Secure windows and skylights**

Badly secured windows and, of course, unclosed windows or skylights, are always an open invitation for thieves. As attempted break-ins via upper floor levels are rapidly increasing worldwide, this area of your home should also be suitably secured with devices such as window tilt securing mechanisms and supplementary locks.

#### **4) Remove ladders**

Items which burglars could climb on to gain access, such as ladders, tables, armchairs and dustbins, should not be left outside, otherwise, burglars can easily gain access to windows and balconies on the first floor.

#### **5) Burglar-resistant door with professional cylinders**

What is the use of a strong door if burglars can easily remove the cylinder? Professional security cylinders, such as 3KSplus (3-Curve System), excel due to their optimum burglary protection against techniques such as drilling, scanning, picking and plug extraction.

#### **6) Don't forget balcony and patio doors!**

A burglar will always find the easiest way in. If the main entrance is properly secured, burglars will try their luck with balcony and patio doors or with windows, which are usually not protected so effectively. Such doors or windows are usually quickly pried open using a screwdriver or crowbar. Reinforced locking bars, hinge-side security mechanisms,

supplementary window locks and other devices offer optimum resistance in such cases.

#### **7) Block your basement wells and windows**

Basement wells and smaller windows set back into the wall are vulnerable, frequently overlooked spots in buildings. Burglars love them as they offer an easy way to gain entry. Gratings and window locks will eliminate such security vulnerabilities.

#### **8) Choose an effective deterrent**

Burglars tend to recognise a high-grade security system when they see one. Mechanical protection devices and a professional alarm system, including an outdoor siren, serve as an effective deterrent. Burglars don't want to run any unnecessary risks and will go on to the next, unsecured building.

#### **9) Security film for windows as extra protection**

Burglars will try to avoid breaking windows due to the noise it makes and a high risk of injury. Nevertheless, you can give the glass in your windows additional protection with special security film.

#### **10) Work together with your neighbours**

A good neighbourhood crime prevention scheme goes a long way in preventing break-ins or in helping to solve such crimes quickly. Look out for such initiatives, which seek to revive a sense of community where everyone looks after one another, such as [www.pronachbar.at](http://www.pronachbar.at)

#### **The good news:**

Professional burglars immediately recognise a high-grade security system when they see one. Make it difficult for thieves: the EVVA website contains everything you need to know burglary protection as well as all products which you can best protect yourself with.

## **Resistance classes 1 to 6?**

Resistance classes classify the capacity to resist burglary. They define how resistant windows and doors are to attempted break-ins. The higher the class, the longer burglars need to force entry and the more likely it is that they require professional tools. These resistance classes are divided up according to the tools and work methods used in order to make a comparison on a European level and categorise such elements in line with EN1627-1630.

#### **What is meant by resistance classes 1 to 6?**

Resistance classes classify capacity to resist burglary. They define how resistant windows and doors are to attempted break-ins. Burglar resistance classes are categorised according to the tools used by burglars and their expected break-in methods.

**Resistance class 1:** Opportunist burglars will try to break open windows or doors using physical force, e. g. by kicking, using their shoulder, prying them open, ripping them out.

**Resistance class 2:** Opportunist burglars will try to break open closed and locked windows or doors with the additional use of simple tools, such as a screwdriver or pliers.

**Resistance class 3:** Burglars will try to break open closed and locked windows or doors with the additional use of a second screwdriver and a crowbar.

**Resistance class 4:** The experienced burglar also uses sawing und impact tools, such as an axe, chisel, hammer or a battery-operated drill.

**Resistance class 5:** The experienced burglar also uses electric tools, such as a drill, a keyhole or sabre saw and an angle grinder with a maximum disc diameter of 125 mm.

**Resistance class 6:** The experienced burglar also uses powerful electric tools, such as a drill, a keyhole or sabre saw and an angle grinder with a maximum disc diameter of 250 mm.

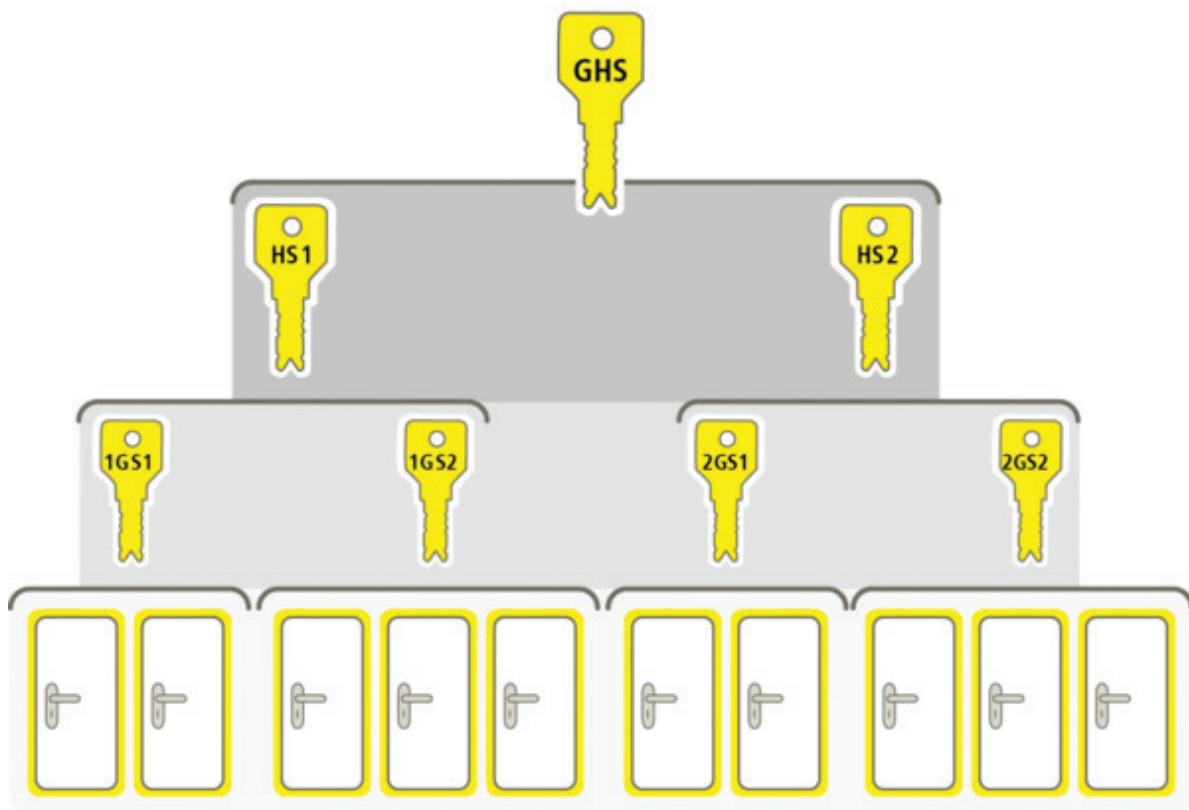
EVVA can provide you with locking systems which are optimally suited for use in the highest category, resistance class 6. EVVA offers you products which are optimally suited for use on standard burglar-resistant doors in resistance classes 1 to 4.

# What is a master key system?

A master key system means that it is possible for people, who are authorised to access different doors within a system, to each have just one key.

## Benefits for you:

- » Security with as few keys as possible
- » Easy use, as only one key is needed for all relevant doors
- » Simplified organisation
- » It is possible to define exactly who has access to which areas
- » All cylinder locks and types (main entrance doors, internal doors, garage doors...) can be locked with just one key



## Example of a master key system:

**Example:** master key system (general main group key system) for an office building used by two companies, Smith Ltd. and Jones & Co.

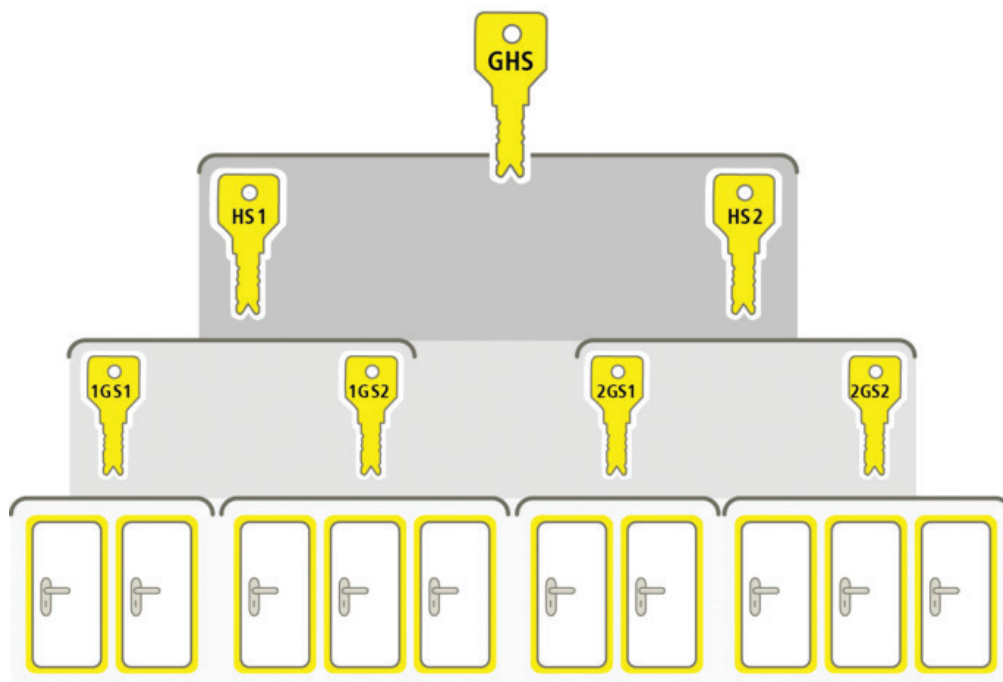
- » GHS: The general master key locks all doors (e.g. for security guards)
- » HS 1 (Smith Ltd.): This master key locks all doors used by Smith Ltd. (e.g. for Smith Ltd.'s director)
- » 1G 1 (Smith Ltd.): In addition to locking the main entrance and the general staff areas (storeroom, toilet, kitchen), the 1st group key only locks Smith Ltd. offices 1 and 2 (e.g. for the clerical assistant)
- » 1G 2 (Smith Ltd.): The 2nd group key locks the main entrance, the general staff areas and all secretariat doors (e.g. for the secretary of Smith Ltd.'s director)
- » HS 2 (Jones & Co.): This master key locks all doors used by Jones & Co. (e.g. for Jones & Co.'s owner)
- » 2G 1 (Jones & Co.): The 1st group key only locks the doors of the sales areas, the main entrance and the general staff areas (e.g. for Jones & Co.'s sales staff)
- » 2G 2 (Jones & Co.): The 2nd group key locks the secretariat doors, the main entrance and the general staff areas (e.g. for the secretary)

## Which master key system types are there?

The following overview shows clearly the four different master key systems. Your EVVA support team or EVVA partner will be glad to provide you with information as to which type is perfect for your property.

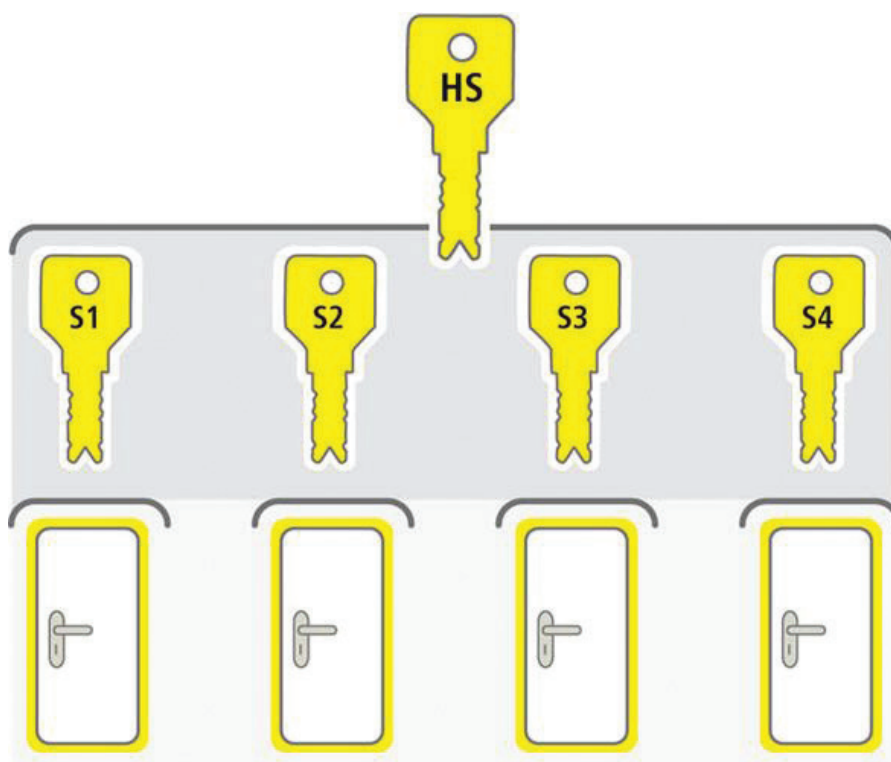
### The general main group key system

Several main groups with subordinate group and own keys are combined under a general master key in accordance with the hierarchical structure of a company (for complex organisation such as administration and infrastructure companies, industry, etc.).



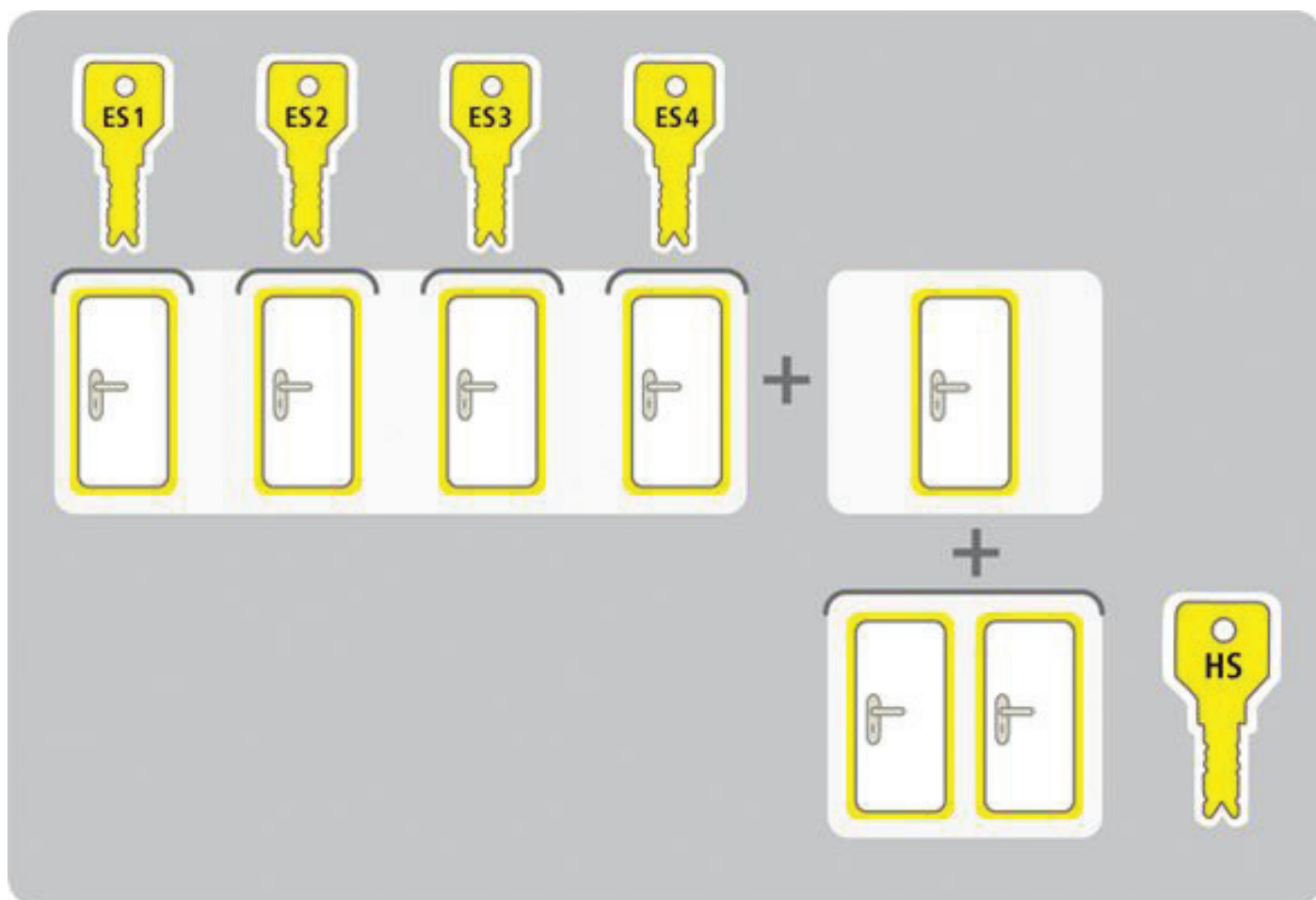
### The main key system

The main key system is one with different locking cylinders to which a master key is assigned (e.g. for the commercial sector).



## The central lock system with technical master key

For housing developments for example. Individual flats have different locking cylinders. Each flat resident locks the flat and the main entrance door with his/her key. A master key can also be provided which locks all engineering rooms.



## The combined master key system

In addition to the mechanical master key system, doors are also protected with an electronic locking system. The mechanical, and also electronic locking system, can only be operated by the user with an ID (combination key).

## What are protected keys?

EVVA keys are protected in several different ways to ensure unauthorised key copying is as difficult as possible:

### 1. Technical & technological key protection

EVVA locking systems are developed in the in-house design department and meet very high technical standards. They can only be manufactured using specially constructed machines.

### 2. Managed key protection

Only authorised key holders are able to order new keys from EVVA or an EVVA partner. A security card supplied with the cylinder upon purchase is used to identify such key users.

### 3. Legal key protection

All EVVA locking systems and key profiles are patented.

# What exactly does key copying protection mean?

## What exactly does key copying protection mean?

### 1. Organisational key protection

#### Security card

The owner of a security card is entitled to place a repeat order for the keys with the master key system number or cylinder number listed on the security card:

- » using an order form on which the security card is printed
- » by post

### 2. Legal key protection

#### Trademark protection (unlimited protection duration)

The trademark (e.g. letters, words, numbers or graphic images) is the identification for a product of a company. The protection duration is generally limited to 10 years, but can always be increased by an additional 10 years.

A protected marking of the manufacturer is stamped/attached on the key and/or key cylinder, but this must not necessarily correspond with the official trademark.

For cylinder manufacturers there is also the possibility to add a trademark to the key/core profile.

#### Utility model protection (protection duration 10 years)

The utility model is also known as a "petty patent". It is used to protect a technical discovery. However, unlike a patent, the discovery does not necessarily have to represent a significant inventive step. The aim is to gain quick registration and instant protection from imitations (length of procedure is 4-8 months).

#### Patent protection (protection duration 20 years)

The patent gives its owner the exclusive right to manufacture the protected object and bring it into circulation. The duration of the patent starts on the day the application is filed/priority date.

The patent protection fundamentally differs from that for a utility model, as testing is carried out for the significance of the inventive step of a patent over a period of 18 months. After the 18-month period, there is then a 4-month period for opposition proceedings. In non-EU countries, this testing can take up to 12 years (!). If there is no opposition, the patent is granted.

### 3. Technical key protection

#### The key must have technical provisions which prevent

- » copying of the key
- » tampering with the key
- » reading of the key

or make the above processes as difficult as possible.

#### Copying of the key

In its technical specifications, the key must be designed so that copying the key using conventional tools and facilities is extremely difficult and is only possible at great economic expense. Blank keys of a manufacturer or a blank key producer must not be available on the market!

#### Tampering with the key

The various locking features on the key must be made so that it is not possible to produce a superior key from one that is inferior in the locking hierarchy.

#### Reading of the key

The external appearance of the key (indentations, drill cavities, ...) must not indicate the hierarchy of the key. In the case of pin systems in particular, the observation of a number of individual keys or group keys can make it possible to derive the coding of the master key.

## 4. Technological key protection

The key must have technological provisions which prevent

- » copying of the key
- » tampering with the key
- » reading of the key

using current state-of-the-art technology.

Only the manufacturer knows the production and manufacturing technique needed to produce a copy of a key.

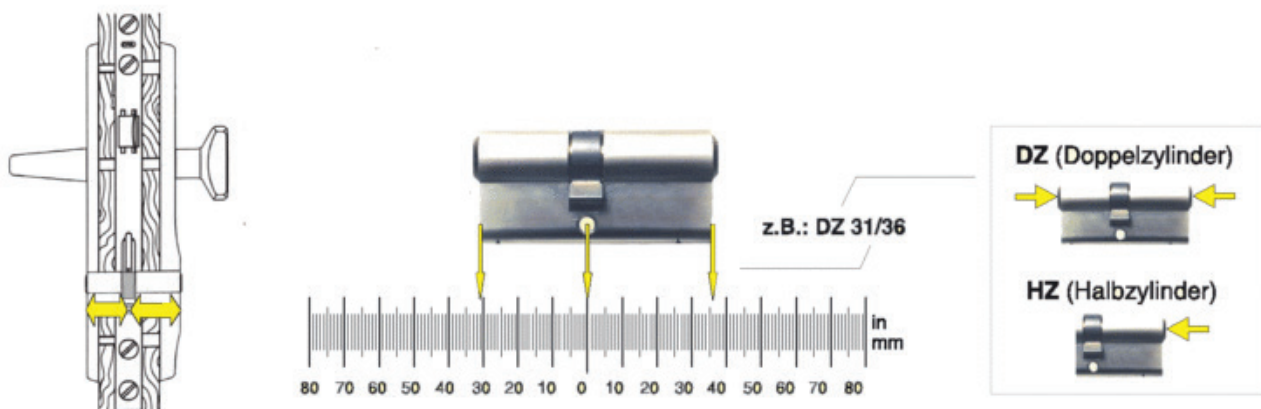
Due to today's widespread availability of information on purely mechanical locking systems (pin systems, drill cavity systems, disc systems, etc.) there must be two different technologies on the key which must be connected simultaneously.

## How do I measure cylinder lengths correctly?

Always measure from the middle of the mortise lock guard (cylinder fastening screw) to the outer edge of the door, including the fitting width.

### Example:

31 mm (length A) + 36 mm (length B) = 67.0 mm total length i.e. 31 + 36 = DC 31/36



## Important questions and answers on mailbox systems

### Where does a mailbox system have to be installed?

If the entrance to a building is from a public right-of-way (such as a pavement), the mailbox system is to be located near the entrance to the building. A special regulation from the Federal Ministry has defined that, when exchanging the old house mailbox system for a new one, the location previously used satisfies the requirements. If the building is not located on a public right-of-way, the mailbox system must be installed on the perimeter of the premises.

### Can I re-use my existing cylinders?

Yes. We at EVVA offer you the ability to continue to use both small and large cylinders of all popular brands of mailbox systems (also other makes).

### Does EVVA provide a template for nameplates?

Yes! Please contact us for more info.

### How secure are the new systems?

Increased resistance against break-in and vandalism is guaranteed by using sturdy steel plating. In addition, we also offer a plastic post withdrawal protection feature.



### **What is required of the new mailbox systems?**

New systems must ensure that postal service employees can deliver postal items easily, with the exception of parcels, and that postal items are secured with a protection guard against third parties accessing mail (DIN EN 13724).

### **When are mailbox systems required to be installed?**

The building owner is required to provide a mailbox for each recipient in buildings where there are more than four delivery points which are on more than two floors. The mailboxes must form part of mailbox system (Section 34, Austrian Postal Market Law).

## **What to keep in mind when installing emergency opening devices.**

### **Emergency opening with BSZ function**

A locking cylinder can be blocked from functioning when a key is inserted in the lock. This can pose a safety hazard, particularly in the event of an emergency. What can be done, for instance, if a member of your family or a hotel guest always leaves their key in the lock on the inside and there is an emergency? The solution: EVVA double cylinders can be optionally fitted with a BSZ function. BSZ is a function which allows the cylinder to be locked from both sides, even if an authorised key is inserted on one side of the door.

### **Emergency opening with override function**

In the event of an emergency, controlled access to all rooms must be possible at all times, particularly in companies. EVVA offers the option of a so-called lock override: This is when a person with an authorised key can take the locking system general master key (GMK) or group key in a controlled way and thus have access in the event of an emergency. The general master key must also be available to emergency services such as the fire service in the event of a fire or other emergency. The key can be securely stored in an EVVA tubular safe.