



LOCKSMITHS

24 / 7™

Your Local Locksmiths Guide

Need a Locksmith You Can Trust to protect your Home or Business?



13 Critical Things You Must Know About Locksmiths To Avoid Expensive Mistakes And Ensure You Are Protecting Your Property Correctly And Not Being Ripped Off!

Welcome To Your Essential Guide

Thank you for downloading this essential guide to Locksmiths. We know from our experience how choosing the correct locksmith or company for your home or business can be a bit daunting, from establishing which one to choose, to which type of locks you require and then choosing that right company to do the job. But with the right guidance, coupled with a reliable competent company that provides excellent service, the whole process can be made a lot easier and less time consuming than you might think.

This is exactly why we created this FREE guide for you.

This guide will give you the best advice and help you to gain the essential knowledge required in order to choose the right locksmith and the right company. This will help you avoid any expensive mistakes, saving you time and money. At Dyno Locks™ we want to make sure you can take your next steps with confidence. That's why our guide has been created with the benefit of many years of experience and valuable industry knowledge and it only contains factual information so you can make your own independent informed choice and avoid those costly mistakes. And of course should you have any further questions, or require specific guidance in any area of security please call our friendly team on **01 5543911** or email us at **info@locksmiths247.ie** and we will be happy to help you.



Where do I start?

So you are considering in using a locksmith to change a lock, fit a lock or protect your home or business premises, but how do you know which one to choose? There are many locksmiths out there, and they all can be very different fit. So how do you choose the right one and what factors do you need to consider?

First of all you should ask yourself the following questions:

1. What do I want from my lock, high security or low security?
2. What type of lock, budget or quality?
3. What is the reason to use a locksmith?
4. Do I have to comply with any Standards?
5. How do I choose the best company?
6. Can I be happy with the person entering my home or business?



It is also important to understand that your locks are not a solution to all your security concerns, but should be part of an overall security solution.
In this comprehensive guide we will show you:

- How to know which lock to choose
- How to get the correct quote
- The importance of choosing the right company
- The importance of proving competence
- The different types of locks available
- The European Standards that may apply
- Your responsibilities
- The importance of warranties



1 | Basic Security Protection

You need to determine why you need a lock change or lock repair. Is it an insurance requirement? Maybe your home or business is in a high risk area or your type of home or business means you are at greater risk of break ins. Factors such as access and exits to the building, security lighting should be considered as well when considering changing the locks.

The main thing before you set off getting quotes is to determine why you need a locksmith and if so what type, home, business or Auto. What needs to be done repairs, fitting or lock changes? This will help in making sure you get the correct lock installed suited to your needs.



2 | How Do I Choose The Right Company?

Selecting the right company is an extremely important decision and one that should not be taken lightly.

So, how do you decide on which company to appoint? Here are some very important considerations you should make before deciding on your choice:

1/ A fully registered locksmith will have completed an industry standard training courses and be a members of a recognised know associations

2/ A fully registered locksmith will not cut corners or attempt to over charge for their services

3/ A fully registered locksmith will provide a guarantee on their services

4/ A fully registered locksmith will know correct procedures relating to security before entering a home or business. They will follow a code of good business practice.

5/ A company registered locksmith will provide an ID badge showing name, registered address and contact phone number, they will should be uniformed and have being security vetted.

3 | Where do I begin?

Once you've decided why you need a locksmith you then need to assess what you want.

Here are some points to address:

Criminals are opportunists, Look at way to Secure Your Home or business

Be vigilant if you are suspicious of someone or something you should report the matter ASAP to your local Garda station.

Want to Improve the Security - Think like a Burglar

The best way to handle security is to actually think like a burglar. Try to take a look at your property from a burglar's point of view. This will enable you to soon spot the weaknesses and opportunities they might observe and see. This is a great method to find ways to improve and tighten up on your security.



Licensed by
The Private Security Authority
PSA Licence Number 00555.



Start by asking yourself the following 7 questions:

How properly-lit is the property?

It sounds apparent but the lighting at the premises is one of the important security features. If the outside of your property is well lit, burglars and intruders will not be able to hide very well. If you put on lights inside your place, it will surely give the impression of it being occupied. You can also use motion detector lighting in any badly-lit areas outside your premises. There are various lightings available that are controlled by timer switches – use these inside when your place is unoccupied.

Is your building in good repair?

Check thoroughly if your building and even the gate require some kind of repair works or not. A badly maintained property gives an impression that no one is there to look after the property. This will make it a vulnerable target for incidents of robberies. It is advisable to keep the outside of the premises maintained and tidy. You can also decide about adding fencing or prickly hedge to act as an extra barrier.

Is there an effective security system installed?

If not, then it's time that you invest in a useful alarm system and utilise it correctly. If the property in consideration is a commercial set-up, think of using effectual CCTV cameras, which are both useful as a deterrent and for court prosecution.

Are the doors and windows locked?

Among the things that a burglar will do is to push your doors and windows to see if they have been double locked. While leaving your place, ensure that all your doors and windows have at least two locks rather than just locking the main door. Ensure that all entrances and exits are properly locked when your premises is empty, even for a small duration, and do not make a mistake of leaving the keys lying around. Get effective locking systems installed for your doors and windows to ward off any chances of theft.

How much communal is your building?

If you are staying at a place at which more than one resident or business dwells in the main building, make sure that the building has a strict procedure implemented that will avert unauthorised people from entering the premises.

Are all your valuables kept securely?

Make sure that all your valuable assets are secured inside a safe. Keep items of moderate value must be kept away from windows. Try to create as many barriers as possible to discourage any forceful entry.

Have you put on a 'Beware of the Dog Sign'?

Surprisingly, a Beware of the Dog sign gives many indications to a burglar. Firstly, it indicates that you don't have an alarm system, thus making you a good target for a theft. Secondly, it also suggests that you have left the back door open for your pet to go into the garden.

Taking care of the above mentioned questions can help you to a great deal in improving the security of your place.

Practice and much more. If you choose an EQA accredited company you can be sure of their competence. In addition you can also complain to EQA who will ensure any non-conformity is corrected by the registered company or they face disqualification. Some companies are not what they seem.

As the saying goes

"he who pays least ends up paying the most".

"If It Sounds Cheap It Normally Is"

Don't be afraid to ask do they carry insurance? In the unfortunate event of an accident occurring during the process you want to ensure there are no repercussions for you as a home or business and that any accident, injury or damage will be covered by the appropriate insurance policy.

It is the locksmiths company's responsibility to ensure that insurance is in place to cover you. As a minimum any responsible security systems company should have the following:

- Employers' liability - to ensure their staff are covered
- Public liability - to ensure any damage/injury to clients and their property are covered

Do they provide a warranty?

The single most important question to ask yourself is "what will happen if something goes wrong after my locks have been fitted or changed?" Once your locks have been fitted you want to ensure someone is there to guarantee its operation for at least the next 12 months if not more. Any professional locksmith company will guarantee their work for a minimum of 12 months so it is essential you ask this question and get it in writing.



4 | Types of Locks

There are many different types of locks – Below are the most popular

Cylinders – Rim – Euro – Oval – Scandinavian

Mortice Locks

Multi Point Locks

Window locks

Aluminum Door locks

UPVC – Composite door locks

Safe lock – Car Locks – Post Box Locks



5 | Ways to Improve Security

Front Door: The first line of defense is the front door. This should preferably be solid and fitted with a rim lock and a 5 lever Mortice deadlock and a Mortice bolt. To raise the level of security, fit a door chain and a door viewer.

Exterior Doors: All exterior doors should be fitted either with 5 lever Mortice deadlocks or if they are Multi point locks with a cylinder .The cylinder should be flush with the door and you should use an anti snap or a break secure cylinder.

Windows: Windows are the most common means of entry for burglars, fortunately window locks are available to fit all types of windows and your local locksmith will advise you on the type best suited to your windows.

Lighting: Good lighting can be protection against burglary and criminal damage. We recommend lighting that comes on at dusk and stays on until dawn. Compact fluorescent lamps (CFL's) fitted with a photoelectric cell provides lighting during the hours of darkness and at a very low cost.

Garage and shed: Secure and lock your garage or shed. Burglars often look for ladders or tools to force entry to your home.

Neighborhood: Good neighbours are a very effective means of preventing crime in your neighborhood. Forming a neighborhood watch scheme in your area is a most effective means of making people vigilant and making life harder for the criminal.

Callers: Callers to your home should not be admitted unless they are known to you, and are satisfied as to their identity, ask to see some identification. Use a door viewer and door chain. "If in doubt keep him out".

Alarms: Install an alarm with a registered PSA (Private Security Authority) licensed installer, a full list can be found on www.psa.gov.ie. It is an offence to have an alarm installed by a non license holder. The PSA was set up by the Irish Government to regulate the security industry. Have your alarm monitored, set your alarm up where you get a text notifying you of an activation of your alarm or have it monitored through a monitoring station. It is recommended that you get your alarm serviced on a yearly basis

Cameras: CCTV should be considered. Standards of cameras and recorders have improved greatly in recent years. All recorders now have a minimum of 20 day recording straight on to a hard drive and also the possibility to view the cameras live over the internet at no extra cost. All CCTV installations need to be installed by a PSA license holder.

Safes: If you have a safe you should control the number of keys and check that the safe has adequate cover for the amount of valuables you have in it. This should be confirmed with your insurance company. It is important that the safe be fitted in the correct manor;



All safes should be bolted to a concrete floor or wall.

6 | Different Locks

Rim – Euro – Oval – Scandinavian

Anti Snap – Anti Drill – Anti Pick – Break Secure

Don't get ripped off by cheap product claims



MORTICE LOCKS

2 Lever – 3 Lever – 5 Lever – 7 Lever



Different types of locks are avail for different types of doors and windows In some cases your insurer will specify which they require you to have. Insurance standard would be a minimum of 5 levers on perimeter door.

Any trained locksmith can offer you advice on this.

Thieves are expected to have a high interest in the property and are likely to be sophisticated in their planning of attack and theft; they would be expected to fully plan any intrusion and are expected to have sophisticated knowledge and tools to compromise any doors or windows. In these cases the level of security lock would be higher than that of a domestic home or smaller business.

Applications – Banks, Museums, Art Galleries

7 | Additional Security

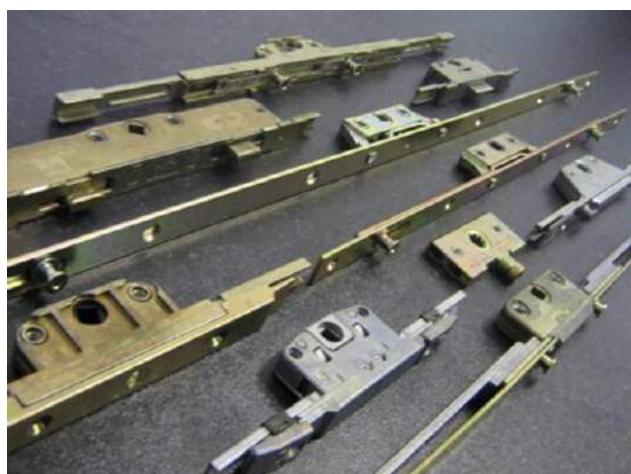
In many cases your doors or windows can be upgraded to offer more security.

For Wooden Doors With A Night latch only you can add a 5 lever mortice lock

For Wooden Doors with Multipoint Locks you can add a night latch

For UPVC/Composite Doors you can add a night latch

For Wooden/ Aluminum / UPVC Windows you can add additional window locks or safety cords



8 | Cost of a Locksmith

The cost of a locksmith can vary depending on various factors.

1/ If you are rural or in a city

2/ Qualifications – Are they DIY – Are they Carpenters – Are they industry Trained

3/ What type of locksmith you require
General – Auto – Safe

You should also factor in the how long they are in business

- have they a registered business address
- have they got good genuine reviews
- is there business name known

9 | Standards

Licensing is due to be implemented in Ireland later in the year; all locksmiths will need to obtain one through the PSA (Private Security Authority)

Any company installing, opening, master keying security locks or cutting security / patented keys, safe and transponder keys will require a Private Security License along with SR 40 certification.

Who needs to have a licence?

Any person or company that provides a security service installing, opening, maintaining, repairing or servicing security equipment that,

A) consists of mechanical, electronic or other locking devices designed, constructed or adapted to prevent unauthorised access to or within premises where such Equipment is situated or

B) consists of mechanical, electronic or other locking devices designed, constructed or adapted to prevent unauthorised access to motor vehicles

and includes a person who in connection with the provision of the services referred to in paragraph (a) or (b),

(i) originates, duplicates or provides by copy or code restricted keys, safe keys or motor vehicle transponder keys,

(ii) gives advice relating to the installation of such equipment or advice relating to the protection of such devices from damage or interference."

What Does This mean

Locksmiths will become regulated. In order to open, change or fit locks the person or company will be required to have a PSA license.

In the event of that person or company providing locksmith services without a license it would be deemed a criminal offence. It is also up to the end user to insure that the locksmith is registered and has obtained a license otherwise they too can face criminal action.

The Following Standards Will Be Applicable To All Locksmiths

Qualification required by all employees to meet the mandatory training requirements in respect of PSA licensing Insurance

- Employer liability and public liability
- Product Liability
- Motor insurance
- Efficacy
- Consequential loss of keys
- Professional indemnity

The organisation shall have an administrative office where records, together with all professional and business documents, certificates, correspondence and files necessary to the proper conduct of business shall be kept in a secure confidential manner.

All staff will need to have been screened for a minimum of 10 years

The organisation shall have and make available to a client or potential client a current statement signed and dated by a principal of the organisation, of its compliance with all relevant legislation and shall state specifically its compliance, where relevant, with the following:

- Health, Safety and Welfare at Work Act(s).
- Organisation of Working Time Act(s).
- Private Security Services Acts.
- Taxation and Social Welfare Acts.
- Payment of Wages Act.
- Immigration Acts.
- National and EU product compliance legislation.

During the term of the licence organisations shall comply with all relevant and current legislation and specifically the following:

- a) The Private Services Acts and Regulations.
- b) Organisation of Working Time Acts.
- c) Taxation and Social Welfare Acts.
- d) Payment of Wages Acts.
- e) Immigration Acts.
- f) Health and Safety at Work Regulations
- g) European Product Legislation

All installations, repairs and servicing shall be conducted in accordance with building, electrical and fire regulations.

All installations, repairs and servicing of equipment connected with escape routes shall be conducted in accordance with EN179, EN1125 and such other requirements as prescribed by law.

**AAABound Ltd T/A Locksmiths 247
PSA Licence 00709**

10 | Response Times

Response time may vary depending on the locksmith or the company, generally at least you should expect same day and in most cases within hours at no additional costs to you. Most locksmiths or companies offer 24 Hour Service, however there are many locksmiths or companies state they are 24 hour and are not.

11 | Certification

It will be essential that all locksmiths and companies offering locksmith services will be certified once the PSA regulation comes in later this year.

Each locksmith will have to have completed training through a recognized training body. They will have to have a registered business name - registered business address - VAT registered and all tax affairs kept up to date in accordance with the PSA regulations.

Once an installation is finished then the customer will be issued with an EQA Certificate of Conformity. (Or equivalent depending on the certification company used A ABound Lts are certified by the EQA)

12 | Warranty

Your lock, when installed new, should carry a warranty of at least 12 months. It is important to determine with your locksmith what this warranty includes; labour can sometimes not be included so it is important to establish this from the offset. This means you could have a valid warranty claim but may have to pay more for the labour! If genuine warranties claim you should be covered in all aspects

13 | Ongoing Support

It is important to have any faulty lock corrected straight away while in warranty and not several months after the issue arises. It is wise to keep the details of the installation locksmith or company should the issue arise.

The locksmith or company should provide a quick turnaround and not fob you off or refuse to replace the product.

Dyno Locks offer round the clock advise on all the service we provide.



Any Questions?

We hope you have found this guide useful and it has given you valuable information with inside knowledge that will enable you to choose a locksmith with confidence.

The whole process centers around getting the right advice and guidance, ensuring you are compliant and that you know your responsibilities, working with dependable, reliable and trustworthy people to provide locksmith services and deliver excellent service.

The purpose of this guide is to provide you with independent advice on what you need to consider. However, if you have any more questions or need more expert advice please contact us FREE on **1800474747** or visit our website www.locksmiths247.ie and we can discuss your requirements in more detail.



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