ALARM INSTALLERS — GUIDE

UL central station certification: what to ask

Check the station, certification category and property certificate instead of relying on a badge.

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Ask for the monitoring station's legal name and its certification category. UL Solutions describes a monitoring station as a commercial entity that monitors fire, security, video signals or live feeds. Its Central Station Service Certification page describes evaluation and ongoing audit work.

Distinguish the parties

The installer, monitoring provider and monitoring station may be different businesses. Ask which one has the UL certification being advertised. Record the exact legal name. A logo in a proposal does not identify the service or property covered.

Ask about scope

UL's public summary distinguishes central station fire alarm service, central station burglar alarm service, hosted central station and managed video monitoring service. Ask which category applies to the proposal. Do not use a burglar alarm claim as evidence of fire monitoring certification.

Ask about your property

UL explains that listed stations in full-service categories can issue Protected Property Alarm System Certificates through CertsView. Ask whether your project requires such a certificate, who issues it and what work it covers. Check this with the party requesting the certificate, such as the insurer or local authority. Do not assume the station's listing is the same as a certificate for your site.

Check the record

Request the public certification record and the contact who can explain it. Match the company name, service category and proposed monitoring arrangement. Ask the provider how you will be told if it changes station or service category. Keep the evidence with the contract.

Questions to send with a quote request

Please name the monitoring station and the applicable certification category. Please provide the public verification route. Please say whether the proposed service includes a certificate for this property. Please identify exclusions and any separate installation or inspection work needed.

UL's summary explains its certification programme. It does not establish that every property needs the same service. Obtain a project-specific answer from the authority or insurer that sets your requirement.

Sources

- UL Solutions, Central Station Service Certification. Public page fetched 2026-11-10: https://www.ul.com/services/central-station-service-certification.

Frequently asked questions

Can I use this guide instead of a site assessment?

No. Ask an alarm company for a written assessment. Confirm local requirements with the authority that applies to the property.