



BT's withdrawal of the Redcare alarm signalling service

BT has announced its decision to withdraw the Redcare service and operation from the market with effect from 1 August 2025.

We believe that over 100,000 private customers and businesses will be affected and will need to find alternative solutions.

If you are a Redcare customer you will probably receive calls and communications from a wide range of alarm maintenance companies, alarm suppliers and other companies who may see an unexpected business opportunity.

It is important though that any replacement service provides a like-for-like performance level.

Given the criticality of alarm systems to your insurance covers, please seek advice from your insurance broker.

Choosing a replacement system

There are a very limited number of potential alternative suppliers that would provide a like-for-like performance level.

Alarm signalling products like the CSL Dualcom Gradeshift Pro DP3 or indeed any dual path Alarm Transmission System with performance level DP3 certificated to BSEN50136-1:2012 will be accepted by AXA as a like-for-like replacement.

Alternative product suppliers and installers are gearing up to support the huge numbers of businesses and private individuals who'll need to make changes to their systems.

However we'd strongly advise that Redcare customers act quickly as it's almost inevitable that the closer we get to 1 August 2025, the more likely installation bottlenecks and product shortages will begin to occur.

It is important that the replacement service is:

1. Installed by a company regulated by the National Security Inspectorate (NSI) which incorporates the National Approval Council for Security Systems (NACOSS) or a company regulated by the Security Systems and Alarm Inspection Board (SSAIB). And;
2. Will be maintained in full working order under an annual maintenance contract with an appropriate alarm maintenance company or installer regulated by the National Security Inspectorate (NSI) which incorporates the National Approval Council for Security Systems (NACOSS) or a company regulated by the Security Systems and Alarm Inspection Board (SSAIB). We may require evidence of the maintenance agreement in the event of a claim.

Where customers are uncertain if their new systems meet the requirements, they should inform their insurance broker.