

UL Grades

What are UL Grades?

In the alarm monitoring industry, **UL Grades** define performance, reliability, and redundancy standards for central stations and alarm systems as set by **Underwriters Laboratories (UL)**. Their purpose is to ensure that alarm monitoring centers meet consistent benchmarks for equipment reliability, communication integrity, and response capability.

Grades generally correspond to the **level of protection required**. For example, *Grade AA* and *Grade A* apply to high-security operations where **continuous monitoring, redundant communication paths, and backup power are mandatory**. *Grade B* and *Grade C* support less critical or lower-risk environments with fewer redundancy requirements.

Underwriters Laboratories evaluates factors such as signal transmission, response times, line security, and system fault reporting to determine operational compliance. **Please speak to your UL inspector for more details regarding your specific needs.**

Importance of UL Grades

These grades are essential because they establish trust and accountability between monitoring centers, installing dealers, insurers, and end users.

A UL-listed monitoring center must comply with UL 827 (for Central-Station Services), UL 1981 (for Software in Central-Station Systems), and, in Canada, sometimes UL 864 or ULC-S561. **UL Grades ensure that alarm signals—fire, burglary, medical, or environmental—are handled by facilities with proven infrastructure, tested backup systems, and documented operational procedures that support uninterrupted, secure monitoring.**

UL Grades in Manitou

Manitou's Default UL Grades are:

- **CSBG** - Burglary
- **CSF** - Fire
- **PRPB** - Burglary
- **PRPF** - Fire

These are PLACEHOLDER grades. These are not required to be used by your accounts; however, **UL Monitored accounts must have a UL grade that is listed within the Subtypes**. You may add new grades within the Supervisor Workstation under the *Maintenance Menu > Setup > Subtypes*.

