



# K106272/02

## Process certificate



Issued 2025-01-09

Replaces K106272/01

Page 1 of 3

## Remote Access for Remote Service Provider

### STATEMENT BY KIWA

Based on pre-certification tests as well as periodic inspections by Kiwa, the products referred to in this certificate and marked with the Kiwa-mark as indicated under 'Marking', supplied by

## IG Telekommunikation und Sicherheit

may, on delivery, be relied upon to comply with the Kiwa certification scheme K21048/02 dated. September 9th, 2020 "Secure Remote Access Remote Services".

- ☒ Remote access  
☐ Remote services

This certificate relates to an ISO/IEC 17067 scheme type 2 registration including a yearly market inspection.

Ron Scheepers  
Kiwa

Publication of this certificate is allowed.

Advice: consult [www.kiwa.nl](http://www.kiwa.nl) or [www.kiwafss.nl](http://www.kiwafss.nl) in order to ensure that this certificate is still valid.

#### Kiwa Nederland B.V.

Certification Fire Safety & Security  
Dwarsweg 10  
5301 KT Zaltbommel  
The Netherlands  
Tel. +31 88 9985100  
[www.kiwa.com](http://www.kiwa.com)

#### Company

IG Telekommunikation und  
Sicherheit  
Alpenstrasse 20  
3052 ZOLLIKOFEN  
Switzerland  
[www.igtus.ch](http://www.igtus.ch)

#### Network

Network according to scheme  
K21030

Certification process  
consists of initial and  
at minimum yearly  
inspection of:

- quality system
- processes
- technical requirements

## TECHNICAL SPECIFICATION

### General specification of the process

This certificate confirms the compliance of the product and its enabling chain of entities to the requirements in the certification scheme K21048 "Secure Remote Access for Remote Services".

These requirements include a general level of safety, security and prevalent stipulations for the connections of the entities, access mechanisms of the involved entities, accessory mobile application and accompanying development and functional peripherals, setting alteration management, uptime – availability -business continuity, authenticity, accountability, time restrictions, processes and quality systems and processes of the manufacturer.

### Process specification and demarcation

Infrastructure is / are:

1. alarmVPN that is only used for fire detection systems and intrusion and holdup systems with the customers Siemens and Securiton being the installers for the mentioned systems. alarmVPN is a product / service that enables these installers to have a secure remote connection and access to the mentioned systems. This network is certified by Kiwa according to scheme K21030 (EN 50136-1/A1);
2. alarmObserver is the automatic Monitoring Centre for the Alarm Transmission Service Provider and has an direct communication with the end customer of the Supervised Premises Transceiver (EN 50136-2) / Alarm transmission and fault warning routing equipment for Fire detection and fire alarm systems (EN 54-21): It also allows a direct change of the contact persons at the customer part of the Alarm Transmission System. It works with notification platform AIN (Automatic Intelligent Notification).
3. TecTool: TUS provides the TUS TecTool for work on the SPT and as automatic process coordination in accordance with EN 50136-1 and part of this certificate. The TUS TecTool is hosted in an environment that complies with EN 50518.

### Application and use

The alarm transmission systems are to be used in conjunction with detection installations for fire according to EN 54-1 and for intrusion according to EN 50131-7 to ensure the life safety and / or security levels laid down in the basic design of these installations.

### Marking for this process



## **RECOMMENDATIONS FOR CUSTOMERS**

Check at the time of delivery whether:

- the supplier has delivered in accordance with the agreement;
- the mark and the marking method are correct;
- the products show no visible defects as a result of the process etc.

If you should reject a product based on the above, please contact:

- IG Telekommunikation und Sicherheit

and, if necessary,

- Kiwa Nederland B.V.

Consult the supplier's processing guidelines for the proper methods.