CAN/ULC 301:2025

Standard for Signal Receiving Centres Configurations and Operations

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Standard for Signal Receiving Centres Configurations and Operations, CAN/ULC 301

Third Edition, Dated August 1, 2018

Summary of Topics

The revision of CAN/ULC 301, dated August 27, 2025 includes the following changes in requirements for Working Remotely; 3.23A, 7.5.1, 10.10 – 10.12, Section 19 (deleted).

Text that has been changed in any manner or impacted by ULSE's electronic publishing system is marked with a vertical line in the margin.

The new and revised requirements are substantially in accordance with Proposal(s) on this subject dated January 10, 2025 and July 25, 2025.

PLEASE NOTE THAT CERTAIN CODES MAY REFER TO A SUPERSEDED VERSION OF THIS STANDARD. IN THOSE INSTANCES, THE RELEVANT VERSIONS ARE AVAILABLE FOR PURCHASE.

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CAN/ULC 301:2025

Standard for Signal Receiving Centres Configurations and Operations

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PREFACE

This is the Third Edition of CAN/ULC 301, the Standard for Signal Receiving Centres Configurations and Operations.

This Edition of the Standard has been formally approved by the ULC Committee on Security and Burglar Alarm Equipment and Systems.

This Standard has been developed in compliance with the requirements of SCC for accreditation of a Standards Development Organization.

Only metric SI units of measurement are used in this Standard. If a value for measurement is followed by a value in other units in parentheses, the second value may be approximate. The first stated value is the requirement.

Appendices A – F, identified as informative, are for informational purposes only.

In Canada, there are two official languages, English and French. All safety warnings must be in French and English. Attention is drawn to the possibility that some Canadian authorities may require additional markings and/or installation instructions to be in both official languages.

This Third Edition National Standard of Canada is based on, and now supersedes, the Second Edition.

Attention is drawn to the possibility that some of the elements of this Canadian standard may be the subject of patent rights. ULC Standards shall not be held responsible for identifying any or all such patent rights.

Requests for interpretation of this Standard should be sent to ULC Standards. The requests should be worded in such a manner as to permit a “yes” or “no” answer based on the literal text of the requirement concerned.

This CAN/ULC 301 Standard is under continuous maintenance, whereby each revision is approved in compliance with the requirements of SCC for accreditation of a Standards Development Organization. In the event that no revisions are issued for a period of four years from the date of publication, action to revise, reaffirm, or withdraw the standard shall be initiated.

Comments or proposals for revisions on any part of the Standard may be submitted at any time. Proposals should be submitted via a Proposal Request in the Collaborative Standards Development System (CSDS) at https://csds.ul.com.

This Standard is intended to be used for conformity assessment.

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1 SCOPE

1.1 This Standard covers requirements applicable to signal receiving centre facilities, protection service, service centres, satellite centres, remote data entry centres, hosted signal receiving centres, managed video signal receiving centres and bridging centres.

1.2 This standard covers the requirements for alarm-guard response service.

1.3 This Standard does not include requirements for hold up alarm systems or panic devices.

1.4 This standard covers signals received from residential, commercial and financial premises' intrusion alarm systems that are monitored by signal receiving centre companies who process the signals and take action as appropriate for the type of signals received.

1.5 This standard covers signals from residential, commercial and financial premises' intrusion alarm systems that may be transmitted directly to a signal receiving centre or by way of a clearing house, satellite centre, hosted signal receiving centre, and/or a bridging centre.

1.6 This standard covers Managed Video Signal Receiving Centres that incorporate video cameras and related equipment installed at protected properties to form all or part of an electronic security system.

1.7 Protection service is contingent on the security level for the subscriber's protected premises, comprised of the extent of protection, communication channel security, guard and service response. Requirements for the installation, service and testing of intrusion protective equipment at protected premises are contained in CAN/ULC S302, Standard for The Installation, Inspection and Testing of Intrusion Alarm Systems.

1.8 Existing intrusion alarm installations shall be deemed compliant with this Standard provided all of the following are met:

A They were in compliance with the CAN/ULC 301-09 Signal Receiving Centre Burglar Alarm Systems and Operations;

B They were in compliance with the CAN/ULC S302-M91 Standard for Installation and Classification of Burglar Alarm Systems for Financial and Commercial Premises, Safes, and Vaults; and

C The existing control unit is not replaced.

2 REFERENCE PUBLICATIONS

2.1 The documents shown below are referenced in the text of this Standard. Unless otherwise stated elsewhere in this Standard such reference shall be considered to indicate the edition and/or revisions of the document available at the date on which the Committee approved this ULC Standard. All undated references shall be interpreted as referring to the latest edition of that document.

Documents Published by the Canadian Standards Association (CSA)
5060 Spectrum Way, Mississauga, ON L4W 5N6 Canada
Telephone: 416-747-4000 or 1-800-469-6727
www.csa.ca

• CSA C22.1-06, Canadian Electrical Code, Part I, Safety Standard for Electrical Installations

• CSA C22.2 No. 141-02, Unit Equipment for Emergency Lighting

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• CAN/CSA-C282-05, Emergency Electrical Power Supply for Buildings

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• National Building Code of Canada 2015

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• CAN/ULC 139-12, Standard Method of Fire Test for Evaluation of Integrity of Electrical Cables

• CAN/ULC S302-14, Standard for the Installation, Inspection And Testing Of Intrusion Alarm Systems

• CAN/ULC 304:2016, Signal receiving centre and Premise Burglar Alarm Control Units

• ULC 332-93 (R2016), Standard for Burglary Resistant Glazing Material

• CAN/ULC 524:14-AMD1 (2016), Installation of Fire Alarm Systems

• CAN/ULC 561-13, Installation and Services for Fire Signal Receiving Centres and Systems

• CAN/ULC 60839-11-1:2016, Alarm and Security Systems – Part 11-1: Electronic Access Control Systems – System and components requirements (superseding CAN/ULC 319)

3 GLOSSARY

3.1 ACTIVE COMMUNICATION – A method of communications in which the integrity of the communication channel or channels are continuously monitored so as to identify to the signal receiving centre any fault or failure that could affect signal transmission and reception.

3.2 ADVANCED ENCRYPTION – Encryption software that utilizes an algorithm which has been certified as compliant with the National Institute of Standards and Technologies (NIST) cryptographic algorithm validation program (CAVP).

3.3 ARMING – The action of “closing” or “arming” a partition or all of the protection equipment at a protected premises.

3.3A AUTHORIZED PROVIDER – A business which has developed or is approved to provide licensed computer or software-based services or sales to customers.

3.4 AUTHORIZED REPRESENTATIVE – Any person designated by the subscriber.

3.5 BASIC ENCRYPTION – Software that provides encrypted communication between computers connected to a network.

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