

When contacting Chubb Edwards, please have your pass card number and system ID number ready.

Your system ID number is _____. Please check your individual pass card to determine your pass card number or code. If you have a local site (non monitored) please advise the operator. Please email non-emergency work order request to TSS.

To Contact General Information Phone Number Hours of Operation



Alarm Dispatch

To report a false alarm or
to cancel alarm dispatches.

1-800-668-2482
Please Follow Appropriate Prompts

24 hours / 7 days a week



Technical Service Support

To request a service call.

1-800-668-2482
Please Follow Appropriate Prompts

Monday to Friday
8:30 to 20:30
(Eastern Standard Time)
tss@chubbedwards.com
After Hours call: 1-800-668-2482
Please Follow Appropriate Prompts



National Service Dispatch

To Follow up, cancel or make
changes to an existing service
call.

1-800-668-2482
Please Follow Appropriate Prompts

Monday to Friday
7:30 to 19:00
(Eastern Standard Time)
nsd@chubbedwards.com
After Hours call: 1-800-668-2482
Please Follow Appropriate Prompts



Customer Account Maintenance

To make changes* to your
system including: schedules,
key holders, call lists, and pass
cards.

1-800-668-2482
Please Follow Appropriate Prompts
Fax: 1-866-347-4519

Monday to Friday
08:30 to 20:00
(Eastern Standard Time)
cam@chubbedwards.com



Police Program Department

For police and fire
department information,
permits, disputes, suspensions,
& related charges.

1-800-668-2482
Please Follow Appropriate Prompts
Fax: 905-282-6291

Monday to Friday
08:30 to 17:00
(Eastern Standard Time)
police@chubbedwards.com

Other Reasons to Contact Chubb Edwards:

Please advise our Customer Account Maintenance Team of...

- Changes to time schedule (prescribed automatic opening and closing of doors, if used).
- Renovations. If your premises are under renovation, there may be interruptions to the transmission of alarm signals or the renovation work may generate an increased risk of false alarms.
- Planned power interruptions to your area as advised by your local electric utility.
- Any other activity at your location that may interfere with the transmission of alarm signals or create false alarms.

*Administrative Notice: All changes to your system information must be sent to Customer Account Maintenance. Information changes cannot be accepted verbally. Please include your system number, name, address, and phone number with any request.

Please keep this document near your phone for quick reference.

