

AXA UK says customers should act quickly following BT Redcare closure announcement

2 years ago



- One of the UK's leading alarm signalling systems, BT Redcare, will shut down next August leaving thousands of customers to find a suitable alternative
- AXA UK says customers should act quickly to avoid potential manufacturing or installation bottlenecks

AXA UK says customers whose intruder and fire alarms are connected to BT's Redcare signalling system should act quickly to find an alternative supplier after it was announced the service will shut down next year.

Redcare is one of the leading suppliers of alarm signalling systems for both commercial and residential properties in the UK, serving around 100,000 customers. The system sends an alert to the key holder and/or the police if the alarm is activated.

The equipment at thousands of properties will need to be replaced for the alarm signalling to continue to operate beyond 1 August 2025.

It's important that customers check the technical specifications of any new signalling equipment to ensure it's a like-for-like replacement for the Redcare system.

There are a limited number of alternative options so customers should act now rather than wait until next year when the Redcare service closes. If they don't, they risk being faced with delays or even an interruption to their service if there are manufacturing or installation bottlenecks.

Dougie Barnett, Director of Customer Risk Management at AXA Commercial

AXA UK has emailed retail and commercial brokers to inform them of the closure of BT Redcare and will be providing detailed technical information on the [AXA Connect](#) broker website. Brokers have been advised to ensure their clients are aware of the situation and make the necessary changes in good time, so their insurance policy is not impacted.

Customers should check with their broker or insurer if they are unsure whether their new systems meet the requirements of their insurance policy.

Alarm signalling products such as the CSL Dualcom Gradeshift Pro DP3 or 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.