

## ***Active Security Co. Newsletter April 2011***

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**THE DOOR-KNOCKERS FROM UTAH ARE BACK.** *Every year, vans full of “hit and run” salespeople from Utah come to this area to offer “Free Upgrades to Your Security System” or a “Free New Security System”. BEWARE! Many people find out too late that they’ve just signed up for at least 3 years of very high monthly fees, and may still have to pay their legitimate alarm company. Also, they have just purchased an alarm from a company based far away, with no real local service presence. If you feel you need an upgrade, call us. We’ve been here for 23 years, and our monthly rates are among the lowest in Tampa Bay.*

***Don’t be paranoid, just be prepared...***

**\*HOME INTRUSIONS ARE ON THE RISE\*** *If someone knocks on your door and asks to be let in to call for help, don’t go near the door! Dial 911 and shout to them that you have already called 911, and the police are on their way.*

**\*Set your alarm even if you are leaving the house for a short trip.**

**\*Make sure there are no strangers nearby when unlocking your door or driving into the garage.**

**\*Have a silent panic button available near your bedside or easy chair.**

*If you have given a key and a code to anyone, or if you’ve changed telephone numbers, make sure you inform the monitoring station. If an alarm user makes a mistake, we must have them listed with a proper “pass code” when we call.*

*If you or a family member has our “Medical Alert System”, update the list of drugs you take and any allergies to medications. This should be kept in a marked vial in your refrigerator and at our monitoring center.*

**LET US PAY YOUR MONITORING BILL...** *Many clients are taking advantage of our offer to receive free monitoring credit. If you refer a friend or relative to us and they install an alarm system with our standard monitoring agreement, we’ll pay your next 3 months monitoring. **THREE REFERRALS IN A YEAR AND YOU GET CREDIT FOR ONE YEAR FREE!** (Make sure your friends mention your name, so you will be sure to receive the credit.) They should call toll-free 1-866-391-9901.*

*Please check our website [www.activesecurityco.com](http://www.activesecurityco.com) for helpful tips on how to avoid false alarms. Weak panel batteries are a false alarm waiting to happen.*

**TEST YOUR ALARM COMMUNICATIONS REGULARLY.** You must call the monitoring station before testing: 1-800-432-1429. Set your alarm, then open and close an exit door. Wait for the exit delay to expire, and then open some zones, other than an exit zone. Turn off the siren after 20 seconds. Then call the station back and make sure they have received signals. You can check if all door/window switches are working by putting your alarm in the "Chime Mode." Then open doors & windows one at a time and listen for the chime. Interior "trap" doors and motion sensors don't make the chime sound, but will show "not ready" or "fault" at the keypad.

**A few of our latest products and services:**

- \* Flood or Water-Leak Sensors for sink, water-heater, or laundry areas
- \* Digital Video Recorders that let you watch your cameras over the Internet
- \* Remote Video Monitoring Service...Let us look- in on an alarm in progress
- \* Fire Alarm Systems Service, Installation, Testing & Inspections
- \* Commercial or Residential "Card-Key" systems or Entry Code Keypads
- \* Elevator Emergency-Telephone Monitoring
- \* Carbon Monoxide Sensors
- \* Keysafe lock boxes with combination codes for secure, exterior key storage (check our website for a brochure on the Keysafe product)

*If* smoke detectors aren't monitored, and you have a fire at your home, the neighbors won't notice until it is too late. One smoke detector outside the master bedroom can't do the job completely. What if a fire starts in the bedroom? Fire alarm codes and insurance requirements have changed some, in the last 23 years, and we don't charge to come out and discuss upgrades.

**It is recommended that smoke detectors be replaced after 10 years.**

**Help Us Keep Our Prices Low** – Please call us with your up-to-date email address or fax number and request that we email or fax your invoices directly to you. If you prefer, we can save you the bother, and automatically deduct your monitoring fees from your checking account.

No one, outside our company, is given your email address or contact information. Also, please be sure your computer is set up to receive emails from [ar@activesecurityco.com](mailto:ar@activesecurityco.com) to receive notices or our monthly newsletter.

**Thank you for your business...**