



Security News & Views

Huronian Alarm & Fire Security Inc.

Volume 3
Spring/Summer 2001

We are more than just security

Modern security systems can do much more than protect you from burglary and fire. Many things can be monitored and sent to our monitoring station and/or to your pager. Here are a few examples: many can be done very inexpensively:

- Protect your home from freezing temperatures
- Protect your freezer from thawing
- Notify you when your power is out
- Protect your basement from flooding
- Supervise your gun cabinet
- Protect your snowmobile/ATV outside
- Keep track of when your kids come home from school
- Track all people entering your home and when
- Incorporate home automation into your home
- Adjust your central heating or cooling system remotely

Can your home handle the speed?

High speed internet became available in most areas this fall. This new technology uses your existing phone lines or cable TV wiring to provide internet up to 30 times faster than regular dial up access.

Many employees now work from home and may have multiple computers in their homes. Home networks are becoming popular especially as high speed internet becomes available in more places.

With this new technology you can virtually work at the same speed at home as you could at work on the same network. The technology is there, the only thing holding back could be the existing communication wiring in your home.

We can solve this problem by installing a **structured wiring system** in your new or existing home. Our company has been at the leading edge of this technology for a number of years. Please call your representative for a free in home consultation or ask your builder to call us to design a system for your new home.



“We can give you whole home peace of mind”



Rob Thorburn is our structured wiring specialist and is the Collingwood Branch Manager

KEEPING THEM IN AS WELL AS OUT

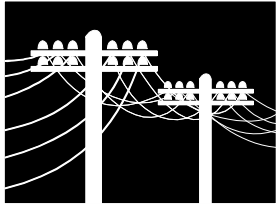
The miracle of a 13 month old child surviving a cold Alberta winter night is a wake up call to all parents with little ones. It is every parents nightmare. A security system not only alerts you when an intruder comes in but also when someone leaves. Modern security systems can be set up to “chime” doors when opened during the day and armed in “home/away” mode to protect your family at home at night. This feature allows you to arm your protected perimeter doors and windows.

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What happens if my phone line is cut?



The telephone line at your premise is commonly used by your alarm system for communicating to the monitoring station. It is important to ensure that this line is protected as much as possible. All of our newer systems use TLM (telephone line monitoring) to alert you when there is a problem with your telephone line and to sound the siren if the line is compromised when the system is armed. When the phone line is inactive

the monitoring station has no way of receiving communications from your system.

We are now recommending that customers install a cellular back up system to ensure their system continues to send signals in the event of a phone line failure. A higher level of line security is also available for ULC listed systems and poor cellular areas. Please contact your representative for more information.

Client Referral Program

Receive 3 months free monitoring for everyone you refer to us that becomes a monitored client

Our company is a proud sponsor of your local Ontario Society for the Prevention of Cruelty to Animals (OSPCA)

New motion detectors are now available that use radar technology to detect motion. These new detectors can be adjusted to detect exact areas of coverage thus reducing false alarms and are also pet immune.



What to do if you sell your home

If you sell your home please advise our office **in writing** ASAP. If the new owner wishes to continue having the system monitored please include the new owners name and phone number so we can transfer the service over to the new owner at no charge. (You will also receive 3 months free monitoring on your new system at your new home if the owner of your old home continues the monitoring service.) Please contact your representative

with details of your new home so we can provide you with seamless protection. If you are building a new home please enquire about the benefits of installing a structured wiring system for your new home. These systems are becoming increasingly popular for new homes as high speed internet and home networks push existing telecommunication wiring to its limits.

What about my pets?

Interior protection or motion detection has improved a great deal in the last few years. Pets have always been a concern because many people want to arm their system with pets inside. Most motion sensors use infrared technology that detects the infrared energy or heat given off by the human body. Pets give off the same energy. Our basic motion

detectors incorporate two infrared sensors pointing at different angles to better differentiate between humans and pets. All detectors have their limitations and your consultant can explain these to you. Most homes with pets can be protected easily but special circumstances may require special sensors.

I've tripped my alarm, now what do I do?

1. Turn off the alarm with your correct user code, you won't be able to use the phone with the siren on.
2. Call the monitoring station right away to cancel any dispatch
3. Properly identify yourself to the operator with your correct name and pass code
4. To prevent further false alarms, please investigate why the system activated accidentally
5. If you require further assistance please contact your representative or service department.
6. Our representatives will be more than happy to provide additional training for your family or business
7. Any key holders on your call list should be trained on your system as well. Please ask your key holders if our representatives can call on them to provide instructions on your system



What does my monthly monitoring fee pay for?

The monthly fee that we collect for monitoring goes towards many costs incorporated in providing you the best possible protection. Here are only a few of these costs:

- Wages for a 24 hour call center with multiple staff and resources
- Hydro costs for a 24 hour operation with Uninterruptible Power Supply and generator backup
- Licensing and ULC listing costs
- Telephone line expenses for multiple lines and circuits
- Maintenance of computers, printers and specialized receiving equipment
- 24 hour on site support expenses for monitoring station
- initial and ongoing training
- Free 24 hr technical support hotline to all our clients
- 24 hour technician on call for emergency service
- Vehicle fuel, insurance and lease costs
- Unlimited pass cards
- Regularly maintaining and updating your database
- An ever expanding inventory of parts to prevent downtime

With all these costs we still keep our monthly monitoring rate as affordable as possible. Most systems are essentially trouble free after installation and will operate for many years with minimal repair required. We, therefore, don't include service of the system with the monitoring fee of the system beyond the basic one year warranty. We strongly recommend that you have your system inspected once a year to ensure optimal performance. Service contracts are available that include all parts and labour as well as a yearly inspection.



*Our Customer Service Supervisor **Kelly Jones** is dedicated to providing our clients with the best service possible*



Our Monitoring Station is situated at our Midland Head office. Please call for an appointment to tour our high tech facility.

“24 hour emergency service”

Do you have DSL high speed internet?

- Some security systems can be effected by DSL technology on your phone line. Please ensure you test your system after you install this type of high speed internet service. Please call your local Huronia Alarm representative if you have any questions.
- Your high speed internet provider should supply you with telephone line “filters” if you require them



Hurononia Alarm & Fire Security Client Referral Program

Free 3 Months Monitoring*

Expiry Date: 31/12/02 Clip this coupon and mail to us
 Name: _____ Account # _____

*Valid for every new monitored client referred to us by you, some conditions apply.

Referral Name- Telephone #



**Huron Alarm & Fire
Security Inc.**

Photoelectric Smoke Detectors



There has been much debate in the last year about ionization smoke detectors and photoelectric smoke detectors. These are two different detectors that detect different types of smoke. One is not necessarily better than the other one. The Building Code requires that all new homes are built with smoke detectors. Ionization detectors are most commonly installed because they are less expensive than photoelectric. Many fire departments are now recommending that a combination of these detectors will give you the best possible protection against all types of smoke. Our monitored smoke detectors are photoelectric and can compliment your existing ionization detectors for complete smoke detection.

Midland Office

233 Midland Ave. Midland, Ontario
L4R 3K1

Collingwood office

66 Pine Street, Collingwood, Ont.
L9Y 2N7

Huntsville Office

23 Manominnee Street, Huntsville, Ont.
P1H 1K8

***“What is in your premise is
your business, keeping it
there is ours”***

We're on the Web!
www.
huroniaalarms.com

Qualified Fire Technicians?

One problem that exposes the public to harm and damages the reputation of legitimate fire equipment distributors, a problem that never seems to go away, is the existence of “rag and taggers” or “toolbox hydro-testers”, common slang terms for industry scam artists. Some of you have come across these individuals at one time or another and may have even suffered the backlash created as a result of their poor service.

The following anecdote is an example of this type of shoddy work.

A well-respected NAFED member (Company A) that is known for doing an honest job at an honest price provided the annual maintenance for a large supermarket. The service included portable fire extinguishers, pre-engineered kitchen systems, and sprinkler systems. Two technicians spent four and half-hours at the facility. Two months later, the supermarket manager saw the owner of Company A and told him the local store had been instructed to use and pay a different service company, Company X, as part of an arrangement from their head office.

The manager said that Company X’s last inspection didn’t seem right and asked the owner of Company A if he would mind stopping by to take a look. All of the fire extinguishers and pre-engineered systems were tagged with Company X’s tags, however all of the tamper seals were from Company A. It was obvious that the pull pins weren’t pulled and the control boxes for the systems were never opened. The same was true for the sprinkler system. Conversations with various store employees revealed that Company X’s technicians spent no more than twenty minutes in the store.

This type of “rag and tagging” takes a grave toll on the legitimate work that most fire equipment distributors do.

To ensure that fire protection equipment is in working condition and ready to be used, it must be inspected and maintained in accordance with NFPA standards, at the proper frequencies by properly trained technicians.

Maintenance has to include more than just servicing the equipment properly-it must also include a review of whether the correct equipment is located in the proper place. This includes such things as the location, type, and size of a fire extinguisher, the type of pre-engineered systems and the current hazard being protected, the proper detection device located properly, and the correct audio and visual alarms for the area.

The list goes on but remember that all of these items and more are included in thorough inspection and maintenance.

The bottom line is there is a difference! Go with the certified professionals.



FYI

With most household fire extinguishers, the powder in your extinguishers must be changed every 6 years