

T.S. NEWS

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 **Security Pro**

DEALER OF THE YEAR
2 TIME WINNER 2003 & 2004

Security Is A Family Matter™



Who Will Be Watching Your Cottage or Home While You Are Away This Winter?

For some of you, it's that dreaded time of year again; closing up the cottage for another winter. Others are gearing up for another winter in the beautiful South. Do you know that some insurance policies are not valid if you don't have someone checking on your home every couple of days? If your security system has the required devices you may not have to ask someone to check in for you and your insurance premium may be reduced as well. In addition to burglary, we can monitor your home or cottage for low temperature, flooding, CO, fire and more. Please look into your insurance policy's requirements prior to closing your cottage or leaving for the winter. If you find out that adding a device or two will allow you to comply with your policy without having to send someone to check on your home all winter, give us a call.

New By-Law Makes CO Detectors Mandatory

The city of North Bay has enacted a by-law that will make carbon monoxide (CO) detectors mandatory in any building with an attached garage or a fuel burning (wood, propane, oil, natural gas) appliance. The by-law comes into effect on October 1st. We believe that a similar by-law is in the works for Sudbury. You have a monitored alarm. Why put in a non-monitored CO detector? For a few bucks more, you can have the peace of mind that if you and your family are overcome by CO, we will know about it and will be sending help.

Have a Challenging Security Problem? **BRING IT ON!**

Over the years, we've helped customers with many unique security problems. We love a good challenge. Our new **TRUE STEEL NOW!** service gives us the ability to solve even more problems than we could before.

Recently we set up a camera system for a client. There was some concern that the cameras would be knocked down or damaged and that they would then be robbed and no video

evidence would be available. We mounted contacts behind the cameras and connected them to their security system. Now if the cameras get knocked off the client can be notified immediately, even if his alarm system is not armed.

Another client wants to monitor access to his liquor cabinet and to a room in his house that could be dangerous to his children. This is not something he wants the monitoring station to get signals

about so we programmed the devices to call the client rather than the station. In addition, if the liquor cabinet is opened by the 17 year old, the panel will announce that it has been accessed so the teenager will know that a phone call from mom or dad is imminent.

If you've got a challenging security problem we want to hear about it.

SUDBURY 674-0116 • NORTH BAY 476-7612 • TIMMINS 268-0053
TOLL FREE (800) 667-5919 www.truesteel.com



Save the Trees Win a Prize!

Congratulations to Ms. Hicks who won three months free alarm monitoring in our last contest. Help us reduce our environmental footprint by changing your newsletter and invoice delivery to e-mail or switching your invoicing to pre-authorized payment. Everyone who does so by the end of October will be entered into a draw for a \$50 gift certificate to their favourite restaurant. Call 674-0116 or (800) 667-5919 or e-mail mborton@northerncom.com for your chance to win.

What Our Clients Are Saying About Care Link *ADVANTAGE*

- *"I don't worry about her (mom) falling if she's going to fall she's going to fall but at least I know now that she won't lay there for several hours."*
- *"My parents live 500 miles away. I was worried sick about them. But now I know that if anything goes wrong, Care Link Advantage will notify me immediately, no matter where I am."*
- *"A lot of times if we're busy and we don't get a chance to call her we don't really feel guilty because we know she's o.k."*
- *"We're not even planning assisted living anymore. We just figure it will be from her home to the funeral home. That's what she wants."*
- *"With Care Link Advantage I can continue to live in my apartment on my own. That's what I want. And I do feel safer knowing the kids are connected to me and ready to help should I need it."*

Call us and we'll show you how Care Link Advantage can give you the peace of mind that our existing clients are already enjoying.

Did You Know?

Security System purchases and upgrades qualify for the 2009 Home Renovation Tax Credit! Monthly fees do not qualify. Time is running out, call us now!

Do You Want to Be Called At All Hours?

Some clients would rather not be called at all hours of the night for low priority signals such as power failures, low batteries and supervisories. The reality is that in most cases, these phone calls can wait until the following morning. These types of signals can be very important to some clients so we err on the side of caution and call them out 24 hours a day. If you don't want to be awoken by us calling for this type of issue, please call the monitoring station to discuss your call-out procedures.

Clean & Test Your Smoke Detectors

Smoke detectors save lives! Cleaning and testing your smoke detectors on a regular basis ensures proper functioning should an emergency arise. Build up of dust and debris is very common on smoke detectors mainly due to their location (when's the last time you swept your ceiling?). This build-up can slow the time it takes for the detector to see smoke particles present in the air, possibly wasting valuable seconds in the event of a fire. Extensive amounts of dust and debris can cause false alarms and possibly make the sensor inoperable! To prevent these types of scenarios, the following steps should be taken:

1. **Clean Your Detectors at least once per month.**
Always call the monitoring station prior to cleaning your smoke detectors. Gently pass a vacuum (preferably with a small furniture brush attachment) over the detector. Another option is to blow out the dust with a can of compressed air. You can pick up a can at most department and computer stores or at our office for \$14.95. Never spray household cleaners into smoke detectors. Apply the cleaner to a cloth and then wipe the outside of the detector.
2. **Test Your Detectors at least once per month.**
Always call the monitoring station prior to testing your smoke detectors. You can do so by pushing the test button but another option is available. We have smoke in a can which is a more true test of the device's ability to detect smoke. We sell the cans for \$14.95. Using this product regularly may shorten the life of your device. Always notify the monitoring station prior to testing if your detectors are monitored through your system. If they're not, they should be! Some devices and panels have delays built in to reduce false alarms. Do not be alarmed if the device goes off for 15 seconds and does not transmit a signal to the station. The button may have to be held for up to one minute possibly even slightly more depending on your system.
3. **Make sure all family members know the escape plan and meeting location.**
Practice the escape plan at least every six months. Alternate exits should be known from each area of the home. Visit the Ontario Fire Marshall's website for more information. www.ofm.gov.on.ca/