



Security Makes Sense

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THE SENTINEL

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Your Guide to Better Security

SPRING, 2004

By Scott Stellfox, Service/ Sales Manager, SMS Security Systems, LLC

Welcome to our new issue of the Sentinel. Our hope is to start publishing this newsletter quarterly. We start 2004 with many new and exciting things happening at SMS Security Systems. As we continue to grow, we have added more staff to handle this growth. We are also investing in a new state of the art phone system to route your call to the proper department quickly and efficiently. In the coming issues of this newsletter, we will be profiling each of our employees, as well as, introducing new product and service offerings that may affect your home or business. Thank you for your continued business!

News

Effective September 1, 2003, SMS Security systems and Denville NJ based CSI Security Systems Owned by David Zelinsky combined forces to form SMS Security Systems, LLC.

Combined, we possess over 35 years of experience in the security, fire, and low voltage industry. We will continue to operate out of our corporate headquarters in Caldwell, as well as maintaining a sales office in Denville.

IMPORTANT NOTICE

New Telephone Options Can Affect Your Alarm System

By David Zelinsky, Installation Manager, SMS Security Systems, LLC

As the pace of technology quickens, the local telephone companies, cable companies and the Internet and wireless cellular companies are offering many new telephone services to the consumer. These services may include "DSL", broadband Internet service over your standard phone line, cable modem.



While some of these telephone options may appeal to subscribers and owners of alarm systems, the introduction of these new services will affect the alarm system's ability to transmit a signal to the central monitoring station.

Alarm systems are designed to utilize a standard telephone line connected to the alarm to transmit monitoring signals. Should an event occur at the premise, the control panel "seizes" the telephone line, electronically dials the central station, and then digitally transmits an alarm or event code.

Two possible concerns about the introduction of these new telephone services should be noted. First, if the new service requires the total elimination of dialup phone service, such as exclusive cellular or cable modem then the alarm system is unable to dial out and transmit its signal. The only exception to this is if the alarm system has radio or cellular backup as added features. Secondly, if DSL service is introduced on top of the current phone line that is connected to the alarm panel and the DSL signal is not correctly filtered out, the panel may not be able to communicate, in the worst case, and may eventually indicate a phone line trouble in the best case.

What are the solutions to these problems?

For DSL issues, SMS Security Systems can install filters to ensure the proper operation of the alarm panel. In regard to the other "new" telephone services, SMS recommends simply maintaining the telephone line that is connected to the alarm panel. Also, please note that some systems, primarily commercial fire systems, utilize two telephone lines.

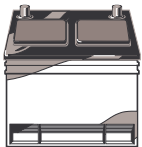
You may wish to review this matter with your carrier. We will continue to inform you, our valued client, of changes and improvements in our industry. Remember; test your system at least once a month!

Price Protection Maintenance Program



As costs continue to escalate, an increasing number of our clients are requesting a price protection service contract that covers all replacement costs due to normal wear and tear on their security/fire alarm systems. In response, we are offering you a worry-free price protection service contract that includes the cost of all parts and labor. Our service contract will give you the peace of mind in knowing that your security/fire system is being maintained and that unexpected service costs will be eliminated. The standard cost of this price protection service contract starts at only \$17.00 per month. The actual cost is based on the size and extent of your system. Call our office today to set up an appointment.

Tip Corner



Battery Replacement

Having your system's battery replaced every 3-5 years can prevent costly false alarms and emergency service calls, as well as, the inability to silence your system. Call our office to set up an appointment or if you have any questions.

RECALL NOTICE

Certain models of carbon monoxide detectors manufactured by GE Interlogix/ESL and installed by SMS Security Systems are subject to a voluntary recall by the manufacturer. The models are ESL SafeAir 240-COE and they were manufactured from November 2000 through August 2002. It has been discovered that these detectors fail to detect carbon monoxide properly after one year of operation due to an error in the software program. The defective units have a date code that must be checked.

While we are making every attempt to contact customers who were sold these units, it is critical that you check your premises and contact us if you think you have this model unit. If your carbon monoxide detector is faulty, we will arrange for immediate replacement.

Finally, please note that GE received one report that the detector did not operate properly and they have received no reports of injury.

Please refer to the below picture for identification.

