

Customer Spotlight



A delicious landmark was established back in 1941 for breakfast and lunch called Sugar N' Spice Restaurant located at 4381 Reading Road Cincinnati, Ohio 45229. Sugar N' Spice has omelettes, sandwiches and freshly made soups to satisfy your taste buds. Watching your diet? Try their low calorie items and fresh fruit. Open daily from 7am to 3pm, you can come in and enjoy breakfast or lunch in their warm friendly environment or get your order to go. From college students to grandparents, construction workers to doctors, people from all walks of life visit Sugar N' Spice on a daily basis. Sugar N' Spice is about the people, the experience and varied favorable opinions from all who attend this eclectic, diverse, restaurant. Sugar N' Spice, a place to go over the decades and it's that atmosphere that's never changed in 70 years and of course, the food hasn't either. Want to place a carry out order? Give them a call at 513-242-3521.

TRIVIA ANSWERS

1. April 12, 1912 after hitting an iceberg.
2. The Pacific Ocean. It covers about 33% of the earth.
3. September 2, 1945. It lasted six years and one day long.
4. January 1, 1863.
5. Steamboat Willie.

Is Your Contact Information up to Date?

When Central Station has to dispatch an alarm activation we are frequently asked by the Police/Fire Dispatcher if we are notifying a key holder or other responsible person of the premise. This will assist in letting authorities into your home or business to do their jobs more efficiently. Sometimes even though we have a call list from the customer, we find that some of the phone numbers are disconnected or no longer in service. In some cases, people that no longer work for a company are still listed. Please remember if you change your phone numbers or persons on the list to call our office at 513-353-3141 and let us know what changes need to be made so we will have up to date information. You can also mail the changes to ProAlert@fuse.net.

ProAlert Security Systems, Inc



Business • Residential • Burglary Detection
Fire Protection • 24 Hour Monitoring



PRSRT STD
U.S. Postage
PAID
Permit #4513
Cincinnati OH

PROALERT Security Systems, Inc.

P.O. Box 53245
Cincinnati, Ohio 45253
Phone: 353-3141
Fax: 513-245-2377

*Security is
What We Do.*



We're on the web!

www.ProAlertSecuritySystems.com

Volume 3, Issue 5

February 2012



PROALERT SECURITY SYSTEMS, INC

The Silent Signal NewsSM

Heating Fires in The Home

According to reports by the National Fire Protection Agency (NFPA) Almost 2/3 of persons killed in residential fires did not have a working smoke alarm. Most of these deaths happened in the months of December, January and February and were mostly related to home heating related issues. Most of these causes were related to portable heaters to close to combustibles. The U.S. Fire Administration backs this statistic and further adds that the peak time for these fires is between 6pm and 9pm and peaked in January and February. This information is culminated from fire department reporting systems across the United States. This cause is second to cooking fires. Cooking fires are the highest cause and accounts for approximately 42% of residential fires annually. Another form of heating fires in some homes can occur year round and is caused by combustibles stored too close to gas water heaters. And yet, another lesser known source is gas or electric clothes dryers. The buildup of lint is very combustible and produce a concealed fire in the dryer or the exhaust line of a dryer. A clothes dryer works by pushing hot air past moist clothing that is turning in a large drum. As the clothes are spun in the drum, and heat passes by them, moisture and fiber particles exit the dryer through a lint filter and then out an exhaust line. A full load of clothes can contain as much as a gallon of water or more. The filter in a dryer attempts to collect the clothing fibers called lint, so you can remove them. This keeps the moist lint from clogging the exhaust tube which can block the exit of moist air and keep the dryer from drying the clothes efficiently. Although the lint filter does a good job, some lint does get past the filter and collects on the sides and bends of the dryer exhaust line and accumulates over time. Dryer vents should always be vented outside of your home. Never discharge dryer exhaust in to a living space or an attic. This moist air can lead to mold issues. Lint buildup is highly flammable.

It is recommended that the exhaust pipe of a dryer be cleaned out or replaced annually or more often depending on your dryers use load. Foil or plastic exhaust pipes are the most troublesome due to the fact they can sag from the dryer heat and cause lint to buildup at lower points in the line. Metal

ducts made of either flexible or solid metal won't sag and cause this problem with lint buildup like the flexible ducts do. Don't forget to clean under the dryer and the back of it was well. Move combustibles such as papers and storage boxes at least three feet away from dryers and any heating appliances like furnaces and water heaters. According to the Center for Disease Control (CDC) in 2010 someone in the United States dies in a fire every 169 minutes or was injured every 30 minutes. Most victims in a fire die from the inhalation of toxic fire gases like carbon monoxide, phosgene and different types of cyanide gases depending on what is burning. Although cooking is the leading cause of residential fires, smoking was the leading cause of residential fire deaths in 2010 per NFPA. Approximately 63% of all residential fires occurred in a residence with no smoke detector or a non working smoke detector. Its difficult to accept this data with the understanding and advancements in building and fire codes and fire alarm technologies. Most fire departments give smoke detectors away to person that qualify. The average cost of a single station type smoke detector at a home improvement center costs about \$12.00 while a more advanced photo electric system type detector installed on a security system might costs about \$85.00 installed in most homes. Either way it's a small price to pay to keep fire death statistics down. Remember, big fires always start small.

Our Social Media Connections

ProAlert Security Systems can be found on FaceBook and Twitter. We are also listed on Manta and LinkedIn. You can find the FaceBook and Twitter link icons on our web site www.ProAlertSecuritySystems.com. Please stop by and vote to like our FaceBook page. You can follow us on Twitter for announcements as well. Our Twitter name is ProAlertSecSys.



Metal Thefts

Metal theft has taken the lead in all type of thefts reported to Police. Since the price surge in copper back sometime around 2006, copper and other metals like steel, aluminum, lead and brass have soared in price. Earlier on there was a surge in copper price due to foreign new construction demand. Such was the case in China. Even the scrap value has seen higher value in price at scrap yards. As of the printing of this newsletter, scrap copper is paying about \$3.00 a pound. Several construction sites have reported thefts of copper wiring installed in new buildings. Some cemeteries have seen thefts of brass flower urns and brass grave markers. Air conditioner units are also prime targets for theft. Air conditioner coils outside a homes or businesses are being stolen and most of them can be taken easily within one minute! Vacant homes are being stripped of copper wiring and copper plumbing pipes. In some cases it has been estimated that thieves spend more time ripping out wiring and piping than what they are getting back in monetary value at the scrap yards. This estimate is based on the amount of work need by them to remove most of the copper items than what money they received when it was scrapped. It's the amount of time and work effort versus the money payoff for scrap. A major driving force behind metal theft is drugs addition. Police agencies have reported a jump in heroin use in the southwest Ohio area. This illegal and expensive habit has driven some thieves to steal to support their drug habit. Most scrap yards will make a copy of your drivers license and write down vehicle license plate numbers to help curtain and identify thieves but, it is a minimal effort. These metals are then sold to melting firms who melt the metals down to make newer items such as wire, tubing and other types of stock metal. Most metal thefts are hard to protect from. You can install low pressure switches on air conditioner units that will cause an alarm activation when the pressure drops. The refrigerant chemical in a typical outdoor coil drops immediately as the lines are being cut.



This low pressure switch can be monitored by a twenty-four hour zone by a security panel. The low pressure switch is a special item installed by a licensed HVAC contractor. The low pressure switch will not affect the operation of your air conditioner and costs about \$200 to install depending on the HVAC contractor. ProAlert has provided the hookup to these switches for many customers. It's a wise investment that can save you the expense of having to replace part or all of your air conditioning system.

Total Connect 2.0 by Honeywell



ProAlert now offers Total Connect by Honeywell. Total Connect allows you to access your security system remotely via a smart phone. You can arm/disarm and reset your system from anywhere in the world where standard smart phone service is available. Now you can check too see if someone is home or if you leave and forget to arm your system you can now arm it remote. Its very easy to use. Currently the remote access is only available on the Ademco/Honeywell security systems.

You will need the digital cellular unit to make this connection possible. It is not available on the Napco or GE systems. If you have an older security system and are interested in a panel and keypad upgrade, then this service would be available to you. If you are interested and would like to see a demonstration of this new feature please call the office for more information and to set up a appointment.

TRIVIA QUESTIONS

1. What year did the famous ship the Titanic sink?
2. What is the name of the largest ocean in the world?
3. In what year and month did World War II end?
4. What year and month did Abraham Lincoln free slaves in the United States?
5. What was the name of the steamboat Mickey Mouse first appeared on?

Tech Corner



Every once and a while a customer will call and ask how to change codes. Changing user codes at the keypad is not difficult to do but, can be difficult if the correct key strokes are not entered in the proper order and within a specific time frame. On the Ademco/Honeywell system panels 10p, 15p and 20p systems you enter the MASTER code followed by a user location of usually 803, 804, 805, etc.. The 8 in the 803 tells the panel your are about to enter a user code in location 03. Example of key strokes to enter a user code of 5678 with a master code of 3489 would be: 3489 803 5678. You will hear a beep after you enter the last digit in the example the beep would be after the last 8. If you did not hear the beep the code was not entered correctly. This can happen if you put a long pause between digits. To erase a code enter the master code then press 803#0. This would erase user code 03. The #0 tells

the panel to erase the code.

To change the master code you would follow the procedure outlined above but you enter the new master code twice. Example, to change a master code of 3489 to 4242 you would enter 3489 802 4242 4242. After the last digit you will hear a confirmation beep telling you that the code was successfully changed. If you do not hear the beep you did not change the code and will need to try again. The 8 tells the panel you are changing codes and the 02 location id the master code location. Only a master code can change and delete codes. General user codes cannot change themselves or delete anyone else in the system.

To Change codes on a Napco 1632, 3200, 9600 you enter your user code and press the FUNCTION key repeatedly until a menu shows in the display saying "Activate Program." You then press the INTERIOR key or press the ON/OFF button. This should cause your user code to show in the display. If it does not show then the code you entered does not have code changing privileges. This

would require either a download or a service call to change the authority level of the code. If it does show you your code in the display then look under the first digit of the user number, usually 01. You should see a curser under the digit. Press the function key to move the curser under the first digit of the user code. Enter the new code you want then press the ON/OFF button. This will save the code and cause the curser to move back under the 0 of the 01. From this point you can enter 02 to go to user code 02, 03, 04, etc.. The first two digits are the user number. If you are a business and receive and open and close report this is the information that shows up on your open/close report with respect to the user. The same holds true for the Ademco/Honeywell reports as well. If you need assistance consult your manual or call the office for assistance. If you need a manual You can find them on our website or call the office to have one mailed to you.

Testing Your Security System

When did you last test your security system? If its been awhile you might consider taking a few minutes to see if all zones are showing up at the keypad. You might need to enlist the help of someone for this. Periodically test the dialer with central station to make sure alarm signals are successfully being sent. To do this you will need your account number. Call central station first and place your account in test before sending in alarms. It is also advisable to conduct the dialer test to central station after any telephone line work has been done by the phone company or other phone service contractors to make sure that service has not been interrupted.

BUSINESS REFERRAL PROGRAM

If you are a monitored customer of ProAlert and know someone else looking for a security system for home or business, please remember to refer them to us. Wether it's a fire alarm or security alarm please send them our way for a quote. ProAlert will thank any monitored customers by providing three months free monitoring service for any referral for a security system installed and monitored by ProAlert. This referral client must inform us of your name so the monitoring credit can be awarded to you. If you provided a referral in the past and did not get the credit, please call the office so you can receive it. Remember the new client must provide us with your name. Thanks for your support!

MILITARY SALUTE!

Thanks to all the Men and Women in the Military who served our blessed Country. The Army, Navy, Air Force, Marines, and Coast Guard do their best to secure our borders and protect our every day lives from the attacks of terrorists at home and abroad. We must never forget the sacrifices made by these brave men and women and the many families which lost loved ones in the pursuit of protecting the very freedom we enjoy here in the greatest nation on earth, The United States of America.