

AUGUST 2012

## STAY SAFE THIS HURRICANE SEASON



The US weather agency NOAA expects the June-November 2012 season will bring 12-17 tropical storms, with 5-8 of those becoming hurricanes. Knowing what actions to take can reduce the impact of a hurricane or major storm. Devcon Security is prepared. Our monitoring center operates 24/7, 365 days a year. We are fully staffed and operating throughout every storm. Our **Five Diamond** rated monitoring center is housed in a concrete building rated to withstand a category five hurricane! It is equipped with UPS, three large commercial generators, Sonet ring technology to ensure uninterrupted telecommunications, & triple redundancy.

If you are not in an evacuation zone and plan to stay home during a storm, make sure family, a friend, or a neighbor knows you will be there. Gather all supplies you will need early. Emergency supplies may include non-perishable food, water for drinking and sanitation, flashlights, battery-operated radio or TV, extra batteries, medication, first aid kit, cell phone (pre-charged), important papers and telephone numbers, and baby supplies if needed. The track of storms can change quickly so it is a good idea to have supplies on hand year-round.

**Make sure you have a working fire extinguisher, monitored smoke detectors, and a monitored carbon monoxide detector. Flood sensors and electrical surge protection are also available. These items save lives and reduce property damage!** Call our **Community Association Service Center** at **800-878-7806** if you have questions about your security system, to test your system or to discuss upgrades to give you additional protection. Stay away from exterior windows and doors during the storm.

- ⇒ Your system has a battery backup that can work up to 24 hours when power goes out. If the battery gets low, the system will beep and a "low battery" message will appear on your keypad. You can enter your "code and off" to silence the beeping. If your power is off for more than 24 hours, your system will stop working. Once power is restored, the battery will automatically recharge.
- ⇒ If your telephone line or cable communication goes down, your system will not communicate with the monitoring center but will still sound locally. You may see "FC" in your keypad. If your system has a cellular transmitter, the monitoring center will receive a signal as long as cellular service remains.
- ⇒ During a storm, the police, EMS, and other authorities will not dispatch personnel. Therefore, if we receive your alarm, the authorities may not respond if they deem conditions to be too dangerous.

## CONGRATULATIONS FLORIDA COMMUNITIES OF EXCELLENCE AWARD RECIPIENTS



The Florida Communities of Excellence Awards recognize the outstanding achievements of communities in multiple categories. Devcon Security is honored to support this program. We are very proud that many of the communities that we protect participate in this competition.

Again this year, we are pleased to recognize **Tuscany Bay Homeowners Association** for winning the award for "Financial Innovation." Special recognition goes to board Treasurer, Steve Kirschner and to LCAM Sandy Diaz (photo right) for their extraordinary efforts and contributions to this beautiful community.

We are also extremely pleased to recognize **Ibis Property Owners Association** for winning 2012 Community of the Year! Congratulations to Ed Latalladi, Executive Director of Ibis for his excellent work, dedication and ensuring the highest standards!

We encourage you to participate in the 2013 awards. There are no entry fees and small communities and large communities are judged separately. The annual Conference & Awards Ceremony includes a luncheon, educational sessions, a gala reception and Awards Ceremony. Please visit [www.communitiesofexcellence.net](http://www.communitiesofexcellence.net) for details.



## DEVCON SECURITY IN THE COMMUNITY



National Night Out is a time when communities across America send a powerful message about neighborhood spirit and unity, promote police-community partnerships, and broadcast commitment to a safer, drug and crime free community.

Devcon Security was honored to partner with **Sunset Lakes of Miramar** in celebration of this year's August 2012 event!

Please let us know when you are having community events or association meetings. We can speak to your residents about the importance of using their security system, and answer any questions they might have about customizing their systems. **Devcon Security is always happy to join in your efforts to provide the best to your community!**



## HOW DOES ALARM MONITORING WORK?

When an alarm is triggered your security system dials Devcon's Monitoring Center and transmits an alarm signal (either by your telephone line or cellular communicator) including digital data identifying your system's account number and alarm condition. Our advanced monitoring equipment interprets and records each signal received while your contact information automatically populates so our operators can quickly try to reach you.

Premises Verification: Our operators first call the premises to verify that no emergency exists. They will ask the person answering the phone for your password to ensure they are speaking with an authorized individual. If the password is given and we are told it is a false alarm, the operator will clear the signal from our alarm buffer. If the person answering does not give the operator the correct password, or if they request emergency personnel be notified, we will dispatch police, fire, or medical personnel as appropriate to the signal received. If there is no answer at the premises, our operators will call the next customer-provided contact number (usually the owner's cell phone), to attempt to verify the alarm before emergency personnel are dispatched.

Emergency Personnel Notification: If there is no answer at the premises or the second contact, emergency personnel (Police, Fire or EMS) are dispatched to the premises.

Call List Notification: If there is no answer at the premises or second contact, after dispatching Emergency Personnel, our operator will attempt to reach someone on your Call List to advise of the alarm and that Emergency Personnel have been dispatched.



## WHAT SHOULD I DO IF I'M THINKING OF CHANGING MY PHONE SERVICE?



Any time an Owner considers changing their phone service - whether changing providers or services - they must make two phone calls to Devcon Security to ensure their security system continues communicating properly. **The first call** should be to inform us of the pending change and to ensure compatible communication technologies. **The second call** is needed to test the system for communication over the new phone service and should be made while the phone service technician is still at the home. We can then assist the technician if needed.

For Owners who want to eliminate the telephone land line altogether, Devcon offers a Digital Communicator for the security system's communication. There is a one-time charge of \$199 for the purchase and installation of the Digital Communicator, and the transmission fee is just \$9.95 per month. Use of this system is much less expensive than maintaining a land line! The Digital Communicator may also be used as a back-up to a land line in case the line is cut. It an extremely reliable means of communication for your security system.

## PLEASE USE YOUR SYSTEM AND BE SURE IT HAS INTERIOR PROTECTION!

**Arm your system!** As amazing as it seems, we continue to hear about burglaries occurring where a security system was installed in the home, but was not armed! Anytime you leave the home, you should arm your security system. Even if leaving for a few minutes. Burglars can be watching for you to leave! You should also use your system while at home. Arm the system in the “stay” mode which bypasses any motion detectors. Just remember to disarm it in the morning before opening the door!

**Interior Protection is needed!** Most security systems were originally installed to provide perimeter protection. That means if the system is armed and a door or window is opened, an alarm is triggered. However, if you don't have motion or glass break detectors, a burglar can enter your home by breaking a window or glass door and walk freely through your home without triggering an alarm, even if your alarm is armed, because he hasn't breached the perimeter! Our Association customers receive discounted prices on devices that provide interior protection. We do not charge additionally for monitoring these devices. So, please call us now to make sure that you have the protection that you need!  
**Let us help you avoid being a victim of a burglary!**

## WELCOMING NEW COMMUNITIES TO OUR DEVCON SECURITY FAMILY!



We are thrilled to welcome residents of **Valencia Golf & Country Club** in Naples, **Doral Meadows** in Doral, and **Clocktower Hammock** in Jupiter Florida to our Devcon family! It is our privilege to provide high quality 24/7 security system monitoring and services as an added benefit of living in these beautiful communities.  
*We want to extend a very warm Devcon welcome to each and everyone of you!*

## A MONITORED CARBON MONOXIDE DETECTOR SAVED LIVES AND AVERTED DISASTER

Recently, when one of customers returned to his home after an evening out, it seemed like any other night. He went to bed and soon was off to sleep. Some time later, our monitoring center received an alarm from the home. **It was an alarm from the monitored Carbon Monoxide Detector!** Our monitoring center operator immediately dispatched the fire department. When firemen arrived, they found the car still running in the garage. The levels of Carbon Monoxide in the unit were already high enough to cause illness and the owner was rushed to the hospital. The situation became even more serious when the firemen realized that the unit was one of a connected four-plex. Upon checking the other three units, carbon monoxide gas was found to have penetrated at least one other unit where a family with small children was sleeping.

**Thankfully, a potential disaster was averted and lives were saved!** Today's quiet, keyless cars make it imperative to add a monitored carbon monoxide detector to your security system! It is especially important in connected units. *A monitored carbon monoxide detector, smoke or heat detector will send a signal even if the system is not armed. We don't charge our Association customers additionally for monitoring these devices.*

## HOW DO I OBTAIN PROOF OF MONITORING FOR MY INSURANCE COMPANY?

Call our **Community Association Service Center** at **800-878-7806**, Monday – Friday, 8:00 AM to 5:00 PM. Please provide us with your insurance company contact person's name and their email or fax number. Please let us know if you need a copy for your own records as well. Your certificate of alarm monitoring will be sent within two business days.

In addition to providing you with peace of mind, a monitored security system can save you up to 20% on your homeowner's insurance. Ask your insurance agent for details!





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WE'RE ON THE WEB!

[WWW.DEVCONSECURITY.COM](http://WWW.DEVCONSECURITY.COM)

**Residents can view alarm activity and update contact information online! Visit our secure website to obtain operation manuals, view alarm activity, or update emergency contact information today.**

## DEVCON RECEIVES BBB ACCREDITATION, A+ RATING

Devcon Security has been officially accredited by the Better Business Bureau. Devcon boasts an A+ rating, which is the highest possible. The BBB attributes this rating to Devcon's proven commitment to effectively resolving any consumer issues in the fastest, most efficient means possible. **At Devcon Security, our philosophy is to provide every customer with a high-quality, easy-to-use security system, and back it up with superior customer service and support from the best-trained team in the industry.**



**BBB Rating: A+**

## ATTN: COMMUNITY MANAGERS & BOARD MEMBERS

Has your community seen new sales or rentals? Please remember to send the latest copy of your community roster to Bari Siegall at [bsiegall@devconsecurity.com](mailto:bsiegall@devconsecurity.com). This will allow us to update our records and help identify new home owners who might not be aware of the services provided through our agreement with your community. We can provide you with letters, stickers, and magnets to include in your closing packages advising of the monitoring services available from Devcon Security. Please call Bari Siegall at 800-878-7806 for any materials needed.

Articles in this newsletter are also available in electronic format for association newsletters, websites, and CCTV broadcasts.



## IMPORTANT DEVCON SECURITY CONTACTS

**Community Association Service Center**  
for Customer Care, Service & Sales, 8am-5pm  
**800-878-7806**

**Monitoring Center (24 Hours)**  
to cancel an alarm  
**800-226-2351**

**John Butrim**  
Director of Community Associations

**Janett McMillan**  
Director of Sales & Marketing

**Bari Siegall**  
Community Association Liaison

**Vanessa Cano**  
Customer Service Supervisor

**Todd Hollander**  
Operations Manager

**Mike Cook**  
Field Supervisor

**Darion Samuels**  
Field Supervisor

### Our Promise to Our Customers

**We protect what you love  
You deserve the best  
We listen to you**

### Live Confidently Through Devcon Security

**Home Security · Business Security  
Remote Access · Interactive Services  
Video · Home Automation**

**Please share this information with board members & community residents!**