

A Monitored Fire Alarm Is Your Best Protection

Many people think monitored security systems are protection solely against break-ins and theft. They are unaware they can give themselves a higher level of personal and property protection by also having smoke detectors connected to their security system and monitored by Advanced Coast Security.

Many tragedies occur because occupants are overcome by smoke and cannot raise the alarm. Our smoke detectors are monitored 24/7 even if your security system is disarmed. When a fire alarm is received at our monitoring centre our personnel take immediate action to ensure a swift emergency response.

We can also provide wireless smoke detectors compatible with the Ness Medi-alarms we supply. These provide a high level of comfort and assurance for people who want to maintain their independence while knowing that emergency assistance is never far away.

Because Advanced Coast Security is monitoring your system 365 days a year, you can feel secure if you're away for extended periods. A quick response in these circumstances is vital because vacant premises can often mean that a fire has already taken hold by the time it is noticed by neighbours.

If you already have a monitored security system but do not have smoke detectors connected to it, you can provide this greater level of protection for a relatively small outlay.

Roll On Summer..... avoiding false alarms

With the weather warming up now is the time for a bit of housekeeping to keep those false alarms to a minimum.

Spiders and insects love living behind and spinning webs around motion detectors. Using surface spray around the sensors, as well as regular dusting will greatly reduce the chance of a false alarm. If you have a moth problem ensure your insect screens are sealed and avoid leaving lights near detectors on at night.

Turn off air conditioning when the system is armed as the sudden temperature variances can cause a false alarm. Anything that causes air movement such as ceiling fans or an open window can trigger alarms.

Balloons and hanging Christmas decorations are another regular cause of false alarms.

We recommend clients conduct a monthly visual inspection of their alarm equipment, including a test of the alarm system at least every six months with our monitoring station.



GOING ON HOLIDAYS?

Potential burglars will notice no one is home. If you are going away here are a few tips to avoid a surprise upon your return:

- Advise our Monitoring Centre when you will be away and any changes to your contacts during this time.
- Stop newspaper deliveries.
- Arrange to have your mail (and junk mail) collected.
- Have your lawn mown.
- Advise a neighbour you will be away.
- Consider timers on lights to give that "lived in" look.
- NEVER leave a "we're away" message on your answering machine.

TELEPHONE LINES

Most security systems use a normal telephone line to communicate with the monitoring station. They do not need a dedicated line and usually share a line with a telephone, fax or EFTPOS terminal.

Sharing a telephone connection is usually the most cost effective method of communication but may not be available or adequate in some premises.

A few examples:

- If a client in a high risk industry or high value stock requires a higher level of security we can provide backup communications in the event of a line failure .
- If you have a premises requiring a monitored security system but you do not have a telephone connection, we can provide wireless solutions for both commercial & residential clients.
- If your business is changing to VOIP communications and eliminating PSTN lines you should speak to us prior to the change to ensure your alarm will still communicate.

Telecommunications and security equipment are continually evolving. If you want to know more about the best configuration for your needs please do not hesitate in contacting one of our sales consultants.

WE HAVE A NEW WEB SITE

We have recently launched our new web site at www.advancedcoastsecurity.com.au It now contains more information designed to not only provide prospective customers with information about our services but also assist existing customers with the on-going assessment of their security needs and the maintenance of their monitored security system.

There are additional checklists, security tips, frequently asked questions and topical articles to help you keep abreast of current security issues and the best means of keeping your family, property and possessions safe. We have also provided our Customer Service Guarantee, Conditions of Sale and a profile of our state-of-the-art monitoring centre which has just seen a large investment in new equipment to ensure that we have the latest technology available to monitor your security system.

CCTV: CHECK IT IS WORKING

So you installed a CCTV surveillance system a while ago.

You discussed your needs with the sales consultant and decided on the system that suited you. The system was installed and it worked fantastically!

A year later you have an incident which the police would like to view the footage.

You haven't touched the system since installation so you can't remember how to use it. You try to find the user manual without luck so you have to do it by trial & error. (With the police officer looking over your shoulder).

Finally you work it out only to discover that the system stopped recording a few months ago and the camera is out of focus.

This does not have to happen to you. A few simple steps can save you a lot of heartache:

- Keep the user manual handy
- Look at camera images regularly
- Check you can view recorded images
- Ensure you can save images to disk or card
- Several staff know how to use system

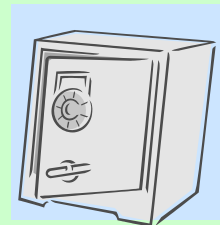
Our technicians can also do a routine maintenance on your CCTV system to ensure it is operational. If you would like to order a maintenance give us a call.

Is Your Safe Safe?

Following a recent spate of burglaries involving safes it may be time to review your circumstances.

- Is the safe secured to the building?
- Does your alarm cover access to the safe?
- Staff locking the safe every night?
- Where are the safe keys held?

Several incidents involved a smash and grab where the offenders simply took the entire safe away. Unless your safe is very large it needs to be secured to the floor and/or wall.



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