

Helpful Information



Alarm Response

Your security panel is programmed for a variety of alarms. The type of alarm we receive determines our response.

BURGLAR ALARM

1. We first call your home or business to rule out a false alarm. If there is no answer or if we receive an incorrect passcode, we dispatch the police.
2. After police have been dispatched, we notify the people on the contact list you provide us.

RESIDENTIAL FIRE ALARM

1. We first call your home to rule out a false alarm.
2. After firefighters have been dispatched, we notify the people on the contact list you provide us.

COMMERCIAL FIRE ALARM

1. Legal codes for commercial buildings require us to contact the fire department immediately upon receiving a commercial fire alarm.
2. We then attempt to contact your business.
3. If no one responds, we call the people you have authorized us to contact in the event of a fire alarm.

HOLD-UP PANIC BUTTON

1. When you push the panic button, we contact the police immediately.

These are general policies and procedures, and are subject to change without notice.

Alarm Testing

Shortly after LAW Security begins monitoring your system, you should test your alarm to ensure that we are receiving signals.

Also, periodic alarm testing may detect problems in your system that can be easily and quickly solved.

TESTING PROCEDURE

Be prepared with your passcode.

1. Call CUSTOMER SERVICE: 210.340.0306
2. Tell the Customer Service Representative that you would like to place your system on TEST. Do not TEST your system until you have notified CUSTOMER SERVICE.
3. The Customer Service Representative will place your account in TEST mode for one hour.
4. Arm your system as if you were leaving.
5. Wait for the exit delay to expire.
6. Open a protected zone, such as a door or window.
7. Wait at least 30 seconds after the siren sounds before turning off your alarm.
8. Call CUSTOMER SERVICE to verify that the signal was received.

TEST YOUR ALARM EVERY 30 DAYS.

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Billing Policy

Security services are invoiced in advance. Please make your payment by the due date indicated on our invoice to avoid additional charges.

You have a choice of billing cycles: monthly, quarterly, semiannually, or annually. Just inform us of your preference by calling Customer Service.

Pay your bill annually and only get charged for 11 months!

AUTOMATIC BILL PAYMENT

Pay your bills the easy way by enrolling in our convenient Automatic Bill Pay program. Your payments are automatically deducted from your checking account, saving you time and ensuring that your bill is always paid on time. Contact Customer Service for an enrollment form at 210-340-0306.

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Changing Your Abort Password

Call Customer Service, give us your current passcode, and we will register your new passcode.

Contact us at 210-340-0306

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False Alarms

PREVENTING FALSE ALARMS

To help prevent false alarms:

- Use care when entering your code into your keypad.
- Make sure all doors and windows are secured.
- Enter and exit before your delay times expire.
- Tell everyone who will be operating the system how to arm and disarm the system, what to do in event of a false alarm, and your passcode.

FALSE ALARM PROCEDURE

Follow these steps if you do trigger the alarm accidentally.

1. Keep your phone lines clear for our phone call.
2. When we call, tell the dispatcher your password

GUARD AGAINST FALSE ALARMS!

If police are dispatched to a false alarm it could result in a city fine! Learn false alarm procedures...know your password.

These are general policies and procedures, and are subject to change without notice.



Helpful Links

National Fire Protection Association

www.nfpa.org

National Crime Prevention Council

www.ncpc.org

Home Safety Tips

- Keep all doors locked at night and every time you leave your home.
- Use doors that feature wide-angle peepholes at heights everyone can use.
- If you have glass panels near or in doors, make sure glass is reinforced so they cannot be shattered.
- Make sure the door leading from the attached garage to the house is solid wood or metal-clad and protected with a quality keyed door lock and deadbolt.
- Lock the overhead garage door - do not just rely on an automatic door opener.
- Make sure sliding glass doors have strong, working key locks.
- Keep grills, lawnmowers and other valuables in a locked garage or shed.
- Store firearms unloaded and locked in storage boxes and secured with trigger guard locks.
- Inscribe valuable items, such as televisions, stereos and computers with an identifying number approved by your local police.
- Have an up-to-date home inventory that includes pictures. Keep a complete copy somewhere outside of the house.
- Never leave a message on your answering machine that indicates you may be away from home.
- If you hear an intruder while at home, leave safely if you can, then call police. If you can't leave, lock yourself in a room with a phone and call police. If an intruder is in your room, pretend you are asleep.
- Trim all shrubbery that could conceal criminal activity near doors and windows.
- Consider using timed interior lights and outdoor timed or motion lights to make your home appear occupied when you are away.
- If you park your car outside, never leave a garage door opener inside your vehicle.
- If out of the house for an extended period of time, create the illusion that someone may still be home. Leave a TV or stereo on in the room where a burglar would most likely break in. Use exterior lighting and motion detectors to minimize burglar concealment.
- Make sure all exterior doors have good proper locks. Install 1-inch deadbolt locks on all exterior doors.
- If you get an unexpected knock at the door, check to see who it is before opening it.
- Do not leave extra keys under doormats, potted plants or any other obvious location. Find and inconspicuous place to hide keys, or give a set to a neighbor you can trust.
- Burglar-proof sliding doors by setting a pipe or metal bar in the middle bottom track of the door slide. The pipe should be the same length as the track.
- Keep garage doors shut.
- Keep drapes and blinds shut especially in rooms where there is expensive equipment. Do not advertise the items in your home.
- Don't leave notes on the door for service people or family members. Notes alert burglars that you are not home.
- If you are going to be away from home for a few days, adjust your telephone ring to its lowest volume setting. An unanswered phone may tip off a burglar that no one is home. Also, have a neighbor or friend collect your newspaper and mail. Never cancel delivery, you never know who will get that information.

Source: National Crime Prevention Council



Referral Bonus Program

If you are the first person to refer a new customer to us, you will receive 3 months free monitoring. Contact us at 210-340-0306.

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Repairs

If on-site service is required for a system malfunction, please call Customer Service and we will respond quickly and efficiently.

EXTENDED WARRANTY

Avoid on-site service and labor charges with our Extended Warranty. Our Extended Warranty covers trip charges, labor and equipment costs should on-site system repairs be necessary. Since some restrictions apply, call Customer Service for complete details at 210-340-0306.

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