




MAY 2017 NEWSLETTER

Free Monitoring For Life Winner!

Every year True Steel Security draws the name of a winner for FREE MONITORING FOR LIFE. Anyone who provides a referral resulting in a presentation is entered into the draw. The referred person does not even have to buy anything! Over 30 years this prize is worth over \$10,000 and that does not even take into account the insurance discount.

We also give 3 months free monitoring to anyone who gives us a referral that results in the sale of a monitored alarm. See below for instructions on how to refer someone and get yourself into this year's draw. 

Congratulations to this year's winners, Gary and Suzanne Wishak! We look forward to helping protect you and your home for many years to come.



Gary and Suzanne Wishak with their prize.

How To Refer or Schedule a Presentation:

- Call (705) 222-0916 for Sudbury, (705) 474-7323 for North Bay or (855) 754-9132 for other areas
- Email us at info@truesteel.com or go to www.truesteel.com/referral.aspx

Know Who's Knocking!!

Summer is prime time for out of town alarm companies to send people to knock on doors, and try to coerce homeowners into purchasing a new alarm system. These people may appear friendly, but have often been found to use deceptive sales tactics, and misrepresent themselves and the companies they work for.

Examples of these questionable sales tactics include:

- Stating they work for your current alarm company and are there to upgrade your system
- Explaining that you have an out-dated system
- Claiming that they will install a free alarm. It's definitely not free even if you don't pay for it up front.
- Telling you that 'your neighbour' said to stop here

Alarm systems sold door to door almost always come with a higher monthly fee and rely on the homeowner to make an impulse purchase. The companies selling them often don't have a local office or service staff. We encourage people to take their time in considering these unsolicited sales calls. True Steel Security wants to assure you that we are still your security provider. We are dedicated to protecting your home and business, and everyone in it. We are local, and have been serving the North for over 35 years!!



Considering Cancelling Your Phone Line?

Most of our clients' alarm systems communicate to our Emergency Dispatch Centre using the telephone line. Here are a few things to consider before making any changes to your phone line:

- We offer communication alternatives for clients who cancel their phone line.
- Suspending your phone service while going away will make it impossible for your alarm to communicate with us.
- If you switch to a VoIP (Voice over Internet Protocol) phone provider, you may sacrifice the reliability of your phone line and alarm communications.
- If you are making changes to your telephone system at your home or office, you should always call us beforehand.

Meet the Only Smart Home App You Need



Although smartphone users have 2 million apps at their disposal, it's rare to find one that truly streamlines and simplifies your life. Take smart home technology. It's great to control a device with an app, but when you have to download a separate app for each connected device in your home, you end up with a complicated mess, reminiscent of those days when

you had five remotes on your coffee table. There is a better alternative: a smart home security system powered by Alarm.com. It connects an entire ecosystem of smart home devices together and comes with a single app to interact with all of them. You can access and control not only your security system, but also a smart thermostat, cameras, doorbells, door locks, lights, the garage door and more. When you open the app, your smartphone becomes a command center for your entire home.

The ultra-convenient Scenes feature allows you to create customizable commands that adjust several devices at once, with a signal button. For example, you can create a 'Leaving Home' scene that locks your front door, turns your lights off, sets your thermostat back, and arms the security system all at once.

True Steel Security has been installing smart home security systems powered by Alarm.com for over 8 years – we are the experts here in the North! Please contact us for a demonstration, or to discuss your smart home needs.

Replace Your Batteries

Did you know that all of your wireless alarm devices use batteries? As the battery strength weakens, you will begin to receive low battery notifications from your alarm system and may also be contacted by our monitoring station recommending that you investigate the low battery situation. If the battery is not replaced, you will begin to receive a supervisory signal which is letting you know that the alarm system can no longer communicate with that particular sensor. In some cases, supervisory signals can occur before a device reaches the low battery level.

Although batteries normally last for years, you may wish to replace them all at the same time as some clients find that dealing with low batteries as they arise to be frustrating. Replacing them all at once will help to avoid this annoyance. We have links on the support tab of our website to videos that demonstrate how to change batteries in the most common sensors/devices. If you do have any questions after viewing a video, please give us a call.

Welcome to Aulenbach Alarms Clients

True Steel Security recently purchased Aulenbach Alarms monitored alarm customers. We would like to take this opportunity to welcome all of you as True Steel Security customers, and we look forward to taking care of your security needs in the coming years.

(800) 667-5919 info@truesteel.com

www.truesteel.com

