



Arvin Home Systems

Hi Everybody!

We would like to thank everyone who called, wrote and/or e-mailed us with feedback on our last little quarterly newsletter! It's nice to know our advice helped some of you.

In the last newsletter we let you know how to test your alarm system to make sure everything is functioning properly. Yet, we know that things will still fail from time to time, so in this issue we'd like to talk about what to do if you get a false alarm or if you set off your alarm accidentally.

WHAT TO DO IN CASE OF A FALSE ALARM

If your alarm is tripped and you know it is a false alarm, whether it's a malfunction or you tripped it accidentally, don't wait for our Central Station to contact you.

Go ahead and give them a call first! 1-800-367-1091

Why? Because if they try to call you but can't get through, the next number they call will be the police!

Have your account number ready or if you don't know what it is just give them your name and address. They will want to know what your password is too!

This might be a good time to make sure your contact information in their computer is up to date and correct. Make sure the people who are on the 'responsible' list are correct, their phone numbers and passwords are correct and listed in their proper priority.

Also, we want to remind you to check with your local city police or county sheriff's office to take care of any alarm permit requirements they may have! Each jurisdiction is different and may or may not charge a fee for an alarm permit or even require one. However, if you need one, we urge you to get one as soon as possible. Send me an e-mail (see below), or call us and we'll help direct you to your local authority.

If your false alarm was caused by a malfunction or you just have no idea why your system was tripped, then after you've called our Central Station please give us a call.

We want to make sure your alarm system is working properly for you!

If you would like to receive the last newsletter or any past issues just let us know. Or if you would like to give us some feedback or have any questions or concerns, please let us know at: matt@arvinhomesystems.com or (800) 827-3565

Don't forget -you are responsible for maintaining your alarm system.

We are here to repair any problems,
but we must rely on you to let us know when they happen!

We want to make sure that you're getting what you're paying for
-communication between your alarm system and our monitoring company!