



# Newsletter Fall / Winter 2009

[www.butlerdurrellsecurity.com](http://www.butlerdurrellsecurity.com)

636-458-1866

## TOTAL CUSTOMER CARE PROGRAM

With all new systems we are now including a total customer care program.

This includes:

- All sensor and panel batteries as needed
- A yearly test
- Annual cleaning and testing of the smoke detectors
- Replacement of system components which have failed or worn out.

You can also add this to your current system

Call Alicia Johnson for more information.

## FALL / WINTER TIPS

When leaving on a trip:

- Check windows & doors to make sure they are closed and locked.
- Place timers in several rooms, stagger on & off times.
- Remove all hoses and turn off the faucet cut offs.
- Turn off water if possible, turn off ice maker .
- Cancel mail & news papers- this can be done easily on the internet.
- Arrange to have someone remove snow so it looks like you are home.
- Test your system and check to make sure it is set.
- Have someone check the house several times a week if it is possible.
- Call our office and let us know when you are leaving and give out of town information.
- Consider getting a temperature alert connected to your system.

## SMOKE DETECTORS GET DIRTY TOO!

Just like everything in your home dust can rest in smoke detectors and they should be cleaned and tested annually.

This can be done with a service call or automatically with our Total Customer Care program.

This annual testing and cleaning is a good time to perform any battery replacement.



## NEW SYSTEM SO SMART!



**YOU CAN DROP THAT LAND LINE**

Now available with the latest version of the GE Security Pro system, we have a cell card that will send full data to our central station.

It is very cost effective if your land line is now rarely used and it cannot be cut by an intruder.



**LAND LINE**

Remember to call us if you change phone companies or phone services.

Always test your security system after any work.

## TEMPERATURE MONITORING

You should consider adding a temperature alert sensor to your system when you travel. This could save thousands of dollars in damage and untold headaches.

**Call Alicia Johnson 636-458-1866**

## New Residential Service Rates

In order to make service more affordable we are now charging \$45.00 to come to your home and a \$35.00 per quarter hour. A simple call will be \$80.00 plus parts.

If the call is going to take a lot of time we will give you an estimate to avoid any surprises.

## Carbon Monoxide Detectors



*The Deadly Killer*

You should consider adding Carbon Monoxide Detectors if you have:

- A gas stove, furnace, fireplace or hot water heater
- Attached garage

**GETTING THAT INSURANCE DISCOUNT**



Since we all want to save money it is important to notify your insurance company of your security system. Systems that have smoke and heat detectors hooked to them usually qualify for a 10-15% discount.

Most homeowner's insurance may well cost more than \$1000.00 annually. Call us with your agents Name and Fax number. We have a certificate that we will send out to make sure you receive that discount that may pay a third to a half of your annual monitoring bill.

**LOOKING FOR YOUR INSTRUCTION BOOKLET**

We have copies of most instruction booklets as well as our very simple one page version. Just call our service department Monday – Friday 8:00 A.M. – 4:00 P.M. and have us send you a copy.

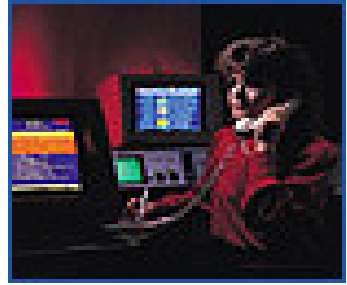


**THINKING ABOUT REDECORATING?**

If you are going to do a redecoration project it may be time to update your security system.

Newer system components such as key pads, motion detectors and smoke detectors typically are smaller in size than your current system.

It is a lot easier to update the system when painting or wallpapering, rather than attempting to use cover plates and painting. If you are not sure call us 636-458-1866.



**TEST YOUR SECURITY SYSTEM MONTHLY**

**HOW TO TEST YOUR ALARM**

- Call our office at 636-458-1866
- Give us your password
- Tell us that you are going to test your alarm
- Arm your system
- Once it is armed then
- Open a Non delay door or window
- And let it sound for 1 minute
- Turn off alarm

Call us back to confirm that we received your signal **DOING THIS ONCE A MONTH IS AN EXCELLENT WAY OF ASSURING YOU ARE PROTECTED.**

**SERVICE BY APPOINTMENT**

One of the advantages of calling Butler Durrell Security for service is the convenience of an appointment.

We schedule regular service every weekday from 8:00 A.M. – 4:30 P.M. and schedule appointments that are about one to one and a half hour apart.

We try to set up appointments for the same day or next day service for your convenience.

**IF YOU NEED TO MAKE ANY CORRECTIONS TO YOUR CENTRAL STATION INFORMATION AND RETURN TO OUR OFFICE**

DR. MR.  
MS. MRS. MISS  
NAME \_\_\_\_\_

**FIRST**

**MIDDLE INITIAL**

**LAST**

ADDRESS \_\_\_\_\_

PREMISE PHONE NUMBER \_\_\_\_\_

WORK PHONE NUMBER \_\_\_\_\_

PAGER NUMBER \_\_\_\_\_ CELL NUMBER \_\_\_\_\_

DR. MR.  
MS. MRS. MISS  
NAME \_\_\_\_\_

**FIRST**

**MIDDLE INITIAL**

**LAST**

SPOUSE'S WORK NUMBER \_\_\_\_\_

SPOUSE'S PAGER NUMBER \_\_\_\_\_ CELL NUMBER \_\_\_\_\_

