

SPRING 2013 NEWSLETTER



CUSTOM SECURITY SYSTEMS FOR HOME AND BUSINESS

636.324.2002 | ST. LOUIS, MO

Summer TRAVEL TIPS

1. Lock doors and windows.
1. Make sure your lawn is cut.
2. Notify USPS and local newspaper delivery (Now this can be done by emailing the dates you will be out of town).
3. Do not post travel plans on social media.
4. Be careful of letting lawn, pool and construction people know your travel plans.
5. Always park in your garage. This will make it more difficult for an observer to know who is home and when.
6. Add inside light timers at staggered times and outside motion lights.
7. Make sure yard signs and window stickers are visible on each side of home. If not call us!



Test YOUR SYSTEM

We ask our clients to run a test each month to make sure your system is working properly. To do so:

1. Call our office at 636.458.1866.
2. Give us your password and inform us that you are going to test your alarm system.
3. Arm your alarm system.
4. Once armed, open a door or window that does not have a delay set on it.
5. Let siren sound for 1 minute to ensure our central station receives the alarm, then you may reset the alarm system (disarm).
6. We will then call you back and let you know whether we received your signal or not.



Total CUSTOMER CARE

Our Total Customer Care Program is available for your alarm system:

1. Normal battery replacements and repairs.
2. Annual maintenance check-ups.
3. Labor and parts replacement.

REMODELING



As you freshen up your living space don't forget to update certain parts of the alarm system to enhance your remodeling experience. Things like yellowing keypads, lack of smoke detectors in bedrooms, lack of carbon monoxide detectors, and large out of date motion detectors are great reasons to update the alarm system.

BATTERIES

Main panel batteries should be replaced every 3 years. Sensor batteries for wireless sensors are generally 4 to 5 years.

We can come out and do them with service or ship the correct batteries to you with instructions.



SERVICE HOURS



Monday through Friday 8:00 a.m.—5:00 p.m. by appointment. Call 636.458.1866. Emergency Service is available 24/7.



YARD SIGNS

Is yours missing? Call our service department at 636.458.1866—We will take care of it for you!

Visit our new website at:

www.butlerdurrellsecurity.com

We now have manuals available for your alarm system. Offers on products, with special pricing are also available.

Visit our website for our Special Summer Offers!

NEW PRODUCTS

We now offer a phone app that is compatible with the newer GE Concord Systems. The phone app will allow you to check current system status, arm/disarm remotely, watch live and recorded video, see recent events, and control lights, locks and thermostats.



CHANGING PHONE SERVICE

Always give the office a call so that we can ensure the phone service you are switching to is compatible with your system. Follow these steps:

1. Test your system before the phone installer makes changes; tell them you have an alarm system.
2. Test your system after the phone provider is done and before the phone provider leaves.
3. We will let you know if there is an issue with the delivery of the alarm signal.

NEVER LET THEM IN

Every summer there are unscrupulous people who represent themselves as being from GE Security, or even our company. They stop by and try to sell you a new alarm system. These people are not associated with GE or Butler Durrell Security. We always make appointments. If they try to access your home call the police immediately! These people are unlicensed, and are found to be coming from the state of Utah. The Better Business Bureau has hundreds of complaints about their company. They are trying to deceive and contract you into their services.

MOVING

Our loyalty bonus is first year of regular monitoring FREE with a purchase of a new alarm system or first year of regular monitoring FREE with hook-up of the existing alarm system in your new home. (This offer requires you to be a current client and requires you to sign a new 3 year contract with us.) Offer expires 12/31/2013.



IF YOU NEED TO MAKE ANY CORRECTIONS TO YOUR CENTRAL STATION ACCOUNT INFORMATION, PLEASE FILL OUT THE FORM BELOW AND RETURN IT TO OUR OFFICE BY FAX, MAIL OR E-MAIL.

BUTLER DURRELL SECURITY, INC., P.O. BOX 69, WILDWOOD, MO 63040

TELEPHONE: 636.458.1866 FAX: 636.458.4192 E-MAIL: tsbutdursec@sbcglobal.net

HOMEOWNER #1

Dr./Mr./Mrs./Ms./Miss – Name: _____ Premises #: _____

Mailing Address: _____

Cellular #: _____ Work #: _____ E-mail Address: _____

HOMEOWNER #2:

Dr./Mr./Mrs./Ms./Miss – Name: _____ Premises #: _____

Cellular #: _____ Work #: _____ E-mail Address: _____