



BUTLER DURRELL SECURITY, INC COMMERCIAL WINTER/SPRING 2021 NEWSLETTER

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“INTRUSION” AND “VIDEO AS A SERVICE”

When we do most commercial intrusion systems and camera systems, they are a lease with maintenance or a sale with maintenance. Maintenance with intrusion eliminates “The how much will a repair cost question?”. This enables our technician to do the repairs right away and without an owner or upper manager having to approve a repair. Then there is the budget - repairs are included so just fix the alarm, it is a service; you need it fixed for tonight - period.



Now video is different. You need video 24/7. Video needs to be checked often and we look at it to make sure you are recording the video and your outside lighting is working. Video is a temperamental product that runs 24 hours a day, 8,760 hours a year. Most video has a five year life span. You have been to a gas station store before and the pictures are horrible because the cameras are at their end of life.

By putting maintenance on the video we know when pictures are bad and NVR recorders are not recording. Over the years we have had many instances when the recorder had stopped and when the police needed the video for an incident.

That is why maintenance is the answer since video is a service, not a bunch of parts.

WHAT YOUR SYSTEM NEEDS ANNUALLY

When we notify you that your system needs an annual checkup and batteries checked, here is what you need:

Main panel battery— needs to be three years old or newer. The system needs to have all sensors checked, lithium batteries on wireless sensors checked. Transmitter for cell or panel transmitter need to be tested as if there is a full load under an alarm situation.



KEYS TO TRUCKS

We have noticed a trend that when a company truck on your lot is stolen, the keys are involved. Leaving keys on desks or hanging on a nail on a wall in the shop is a prescription for problems. Trucks can be full of tools because service companies suddenly need parts and their vehicles to get the job done! We also can protect a key box and hook it to the security system so the box is armed every night!



CELL RADIO TRANSMITTER UPDATE

AT&T 3G and 4G: Sunset date 1/31/2022

Verizon 3G and 4G: Sunset date 12/31/2022

The cell radio transmitter your system uses to transmit burg and fire signals needs to be updated before the dates listed above. Please call our service department Monday through Friday 8 am to 4 pm to determine which unit you have and set up the appointment. If you have maintenance on your system this update is covered. If you do not have maintenance the update cost will be \$74.95 which includes time and material. Fire transmitters will be substantially more in cost.