



# The Dispatch

SPRING 2013

MARCH, APRIL, MAY

Sixty-two percent of consumers interested in learning more about home automation said security was their primary motivation, with 67 percent preferring professional installation over do-it-yourself systems when making a purchase, according to new research by the Consumer Electronics Association.

Source: Security Systems News 02/11/2013

*Don't forget that the sun is setting on 2G technology. If your alarm system transmits via cellular communicator and is operating on a 2G network, you will be notified by us this quarter. While the set date is not until 2016, vendors are offering Monitor Controls incentives for changing over early to 4G and we want to pass these incentives on to our clients. Be on the lookout in your mail for a notice from our sales department if this change affects you.*

## Matriarch of Monitor Controls at Peace

Monitor Controls, Inc. is mourning the loss of one of our co-founders and the matriarch of our firm. Patricia Yusza, wife of our president John Yusza, Jr., passed away in January following a courageous battle with cancer.

Pat and John founded Monitor Controls, Inc. in the basement of their home in 1970 and moved to our Center Street location in 1981. Pat served as Secretary of the firm but performed any job function thrown at her including central station operator in our early days.

"I vividly recall working through hurricane Gloria with my mom. It was a busy day in central station, but mom always remained calm" states Pat's daughter, Deborah Sokol, CFO.

Pat was always the ray of sunshine at

the office organizing company picnics, Christmas parties and decorating the employee board with creative designs made on her Cricket machine. "Pat was so creative and caring" states Elaine Bartholomew,



Patricia and her husband John Jr., co-founders of Monitor Controls, Inc.

central station operator. "She would call the office late at night or first thing in the morning just to chat and see how we were all doing."

Pat retired a short time ago to fight her illness and spend time with her husband, her son John III, daughter Debbie and her six grandchildren, Emily, John IV, Christopher, Anna, Faith & Nicole. Pat's grandchildren were the light of her life!

Pat was a deeply spiritual person and very generous soul. She always took time to pray for and give to the less fortunate. She donated to St. Jude's Children's Hospital, Master's Manna, Simply Smiles and several other organizations who were striving to make a difference in the lives of others. By doing so she made a difference in the lives of others!

Each Christmas, Pat & John chose a family in need and purchased bags of groceries and toys for them. They were always delivered by a friend and always requested that they remain anonymous. When the families asked who the gifts were from, their simple reply, "tell them they're from Santa."

Pat will be sorely missed by all of us. Our family wishes to thank all of our friends, family, co-workers and clients who extended their sympathies. We are completely overwhelmed by the outpouring of support received!

### Alarm Registration Renewals

If Monitor Controls, Inc. installed your alarm system or if we took it over for service from another company, we submitted original alarm registrations applications where applicable. Renewals, however, are the responsibility of the client.

You may have received your alarm registration and noticed that we placed our office information in not only the "alarm company" area, but also in the emer-

gency contact area. This is done for three reasons:

- To make our clients life easier.
- To make the job of local authorities easier.

**Monitor Controls processes roughly 1000 changes per month to client accounts.**

- To keep everyone on the same page by keeping them informed and most importantly, keeping them safe.

If you go away on vacation or change an emergency contact, you need only make one call to Monitor Controls. If the police need information when at a location, they need only make one call to Monitor Controls. We update these records as often as clients wish at no charge and

# Stimulate the Economy...

It's tax season and most of us have filed our returns. Some of us have already received our refunds and others are anxiously awaiting their refunds. One thing in common is that most of us have the money spent before it arrives. Why not put some of it aside to take advantage of some great new products, add some new features or upgrade a tired system? If you're looking to do any of these, please give us a call at 203-269-3591 to schedule a visit to your location.



R  
E  
S  
I  
D  
E  
N  
T  
I  
A  
L  
  
C  
O  
M  
M  
E  
R  
C  
I  
A  
L

## Renewal (continued from page 1)

review them when we perform inspections each year.

An event occurred at a client location recently which validated our point. Here's the story:

*One windy evening Mrs. Client was asleep in her bed. Suddenly she was awakened by a blaring siren and an alarm keypad reading "basement door". A phone call followed seconds later from the central station. Mrs. Client was frightened to go downstairs, not knowing what or whom she might find. She requested the police be dispatched. The central station remained on the line with her offering her comfort in her frazzled state. When the police arrived they attempted to call Mrs. Client to let her know they had arrived, but her number was busy. They proceeded down*

*their emergency list on file and called Mrs. Client's cell phone. Unfortunately, her cell phone was down stairs. Luckily it was determined that the wind had blown her door open and Mrs. Client was safe to return to her slumber. However, had the police contacted Monitor Controls, we could have informed them that Mrs. Client was safe in her bedroom and informed Mrs. Client that the police were present and everything was okay.*

This is an excellent example of why we list Monitor Controls, Inc. and only Monitor Controls, Inc. and why you should do the same when your renewal is due.

**Thank you for confidence in our firm and for continuing to recommend Monitor Controls, Inc.**



*Changing phone service providers? Call Monitor Controls, Inc. and speak to our service department **BEFORE** you make that decision. The change may affect your alarm!*

## Take the Time and Do it Right!

All too often we are asked "why does an inspection takes so long?" or told "our other alarm company never took this much time to do an inspection".

Our answer...clearly they weren't as thorough as Monitor Controls. For instance, take a look at these two photos of a heat detector.



You might look and say that the device to the left looks fine. It is clean on the outside, the head is not bent, it is not painted. Many companies in our industry would stop there.

However, Monitor Controls, Inc. removes the device. Why? Take a look at the device on the right. This is the same heat detector you see pictured on the left *after* we removed it from the ceiling grid to clean it.



Looking at devices and testing them through to the central station is NOT an inspection. Cleaning, dismantling, reassembling, repairing, replacing, calibrating, updating, recommending and then testing to the central station is an inspection.

If we take the extra time to perform an inspection, know that it is for your benefit and the benefit of those with whom you live and work.

Your alarm runs continuously 8,760 hours per year. Your car doesn't run that often and you at least get the oil changed & check the tire pressure. Give your alarm the attention it deserves. We do!