

The Dispatch

December 2011, January & February 2012

Carbon Monoxide Found Guilty of Poisoning

According to an article in Security Sales Magazine (October 2011), "Carbon Monoxide (CO) is the leading cause of unintentional poisoning deaths in the United States. Each year, nonfire-related CO poisoning is responsible for about 15,000 emergency department visits and nearly 500 deaths, according to the Centers for Disease Control and Prevention (CDC)."

Carbon Monoxide exposure is most prevalent in the home. This can be attributed to the fact that most public, school and workplace environments have proper ventilation and a regiment of cleaning air filtration systems. However, most residences neglect their maintenance on items we often take for granted.

Symptoms of Carbon Monoxide poisoning are:

- ⇒ Headache
- ⇒ Dizziness
- ⇒ Weakness
- ⇒ Nausea
- ⇒ Confusion
- ⇒ Disorientation
- ⇒ Visual Impairment

According to codamage.com, "While no prevention technique is

foolproof, smoke detectors and carbon monoxide detectors can make a difference in your home. But as with all prevention devices, if such devices are not properly maintained...they won't make a difference."

Top Causes of CO Poisoning in the Home

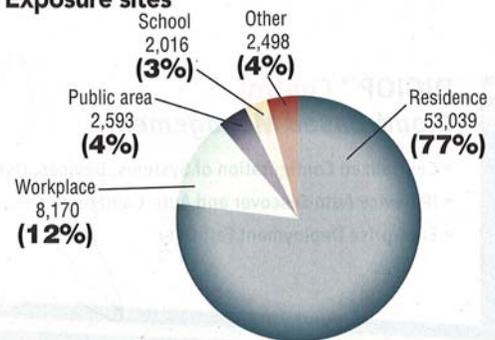
- Furnaces
- Wood Stoves/Fireplaces
- Gas Stoves
- Water Heaters
- Poor Ventilation
- Vehicle Emissions in the Garage
- Portable Electric Generators
- HVAC Units

Monitor Controls, Inc. installs smoke detectors, carbon monoxide detectors and smoke/CO combination detectors. At the time of installation the system is entered into our inspection queue. Our clients are then alerted of an impending inspection either by postcard or e-mail. In commercial applications, these inspections may be required

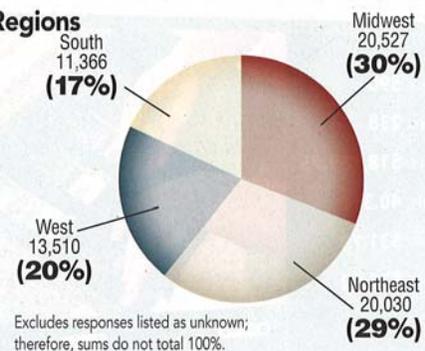
by code to be performed annually. Residential applications, however vary depending upon many factors. It is best to contact our office when you receive an inspection notice to ensure that your system is being properly cared for.

In many cases, insurance companies provide clients with premium discounts for monitored systems. The insurance company could argue, however, when reviewing a claim, that the system was not properly maintained.

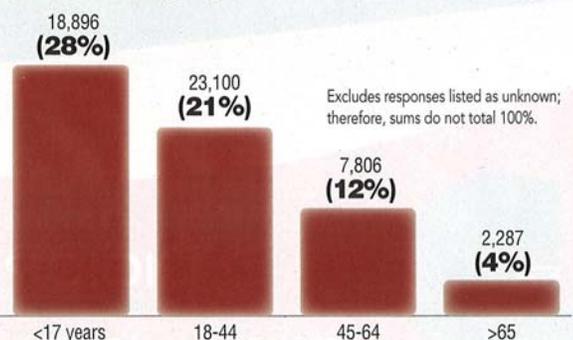
CO Exposure sites



CO Regions



CO Exposures by Age



Security Sales October 2011

It is always better to be safe than sorry. While the economy has forced so many to cut back, one's life safety is not an area that should be compromised.

PERS Units A Necessity for the Elderly

Are Mom or Dad, Grandma or Grandpa shoveling their own snow or perhaps just taking a walk to the mailbox every day?

Lifting heavy snow and ice can cause an increased risk of heart attacks and falls among the elderly. With no one around to hear a cry for help, your loved one could be stranded for an undetermined amount of time. Why take the chance of losing your loved one or causing them any further discomfort?

Our PERS unit can be installed at a minimal cost and for a small monthly fee. It is monitored 24/7 and comes with a stationary base unit and either a pendant or watch-style call-for-assistance button.

We have all seen our fair share of stubborn Yankees, tough and independent, but there's no denying the need for help and the love of family and friends when it comes to being concerned for their well being.



Heavy snow and ice in the north-east are a cause for concern among the elderly this time of year.

Calling For Service

It has been said that anything designed by man will always break at the most inopportune moment. We have structured our business to provide a high level of service for each system sold. Adequate parts stock, manpower, and continued employee education programs are only a few of the main areas concentrated on by our service manager. The customer is also an important link in this chain. Listed below are some educational "tips" to help you get better service and keep the cost of that service down.

1. Test your system regularly. Each system may be comprised of several thousand solid state components. Failure of any one component could result in improper operation. It's better for you to find this when testing rather than under any other condition.
2. When calling for service, ask to speak to a technical representative. Our central station operators and receptionists are not trained in technical service. They are also instructed to be evasive when asked questions about system testing since they do not have knowledge of each individual's system and custom programming.
3. Tell the operator the nature of the call: preventative maintenance,

billing, regular service, or emergency service. This will allow us to process your call to the proper person with minimal delay.

4. Scheduling the best time for service can be established by knowing how we assign calls. We assign calls between 9:00AM and 5:00PM. This will let you know what time of the day we will be arriving. It is difficult to pinpoint an exact time to the minute seeing that the technician may have a previous problem demanding more time than allowed, or the person may request additional service not scheduled. Special time calls before our usual hours can be established by contacting our service department.
5. Emergency calls are handled immediately when police, fire, or customers request an emergency call. We will, of course, verify it is indeed of emergency nature. Priorities are given to these calls with fire and medical alarms heading the list. There may be times an emergency call will require several technicians. Scheduled calls can be affected under these circumstances at which time we will contact the customer to reschedule. When or if this should happen, please understand that you may need emergency service sometime too.

Question From Our Clients: Why Don't We Cancel Dispatch?



"It's not easy listening to clients occasionally yell at us, but we know what we are doing is right."

We do not cancel a police or fire dispatch even if a customer calls to give us a clear code. We do, however, call the police or fire department to advise them that we received a valid clear code from someone on premise. From there, the authorities decide what size response team, if any, to send.

Several circumstances throughout the years have proven that *not* canceling the dispatch was the

right avenue to take.

One client had a small kitchen fire and was able to put it out on his own, or so he thought. By the time he called to give us his clear code, the authorities had already been dispatched. He was quite upset that our operator would not cancel the authorities. Upon their arrival, the fire department discovered a small fire smoldering in the wall of the condominium, something the cus-

tommer would not have noticed until flames erupted.

When it comes to life safety, it is better to be safe than sorry. If the authorities hadn't been dispatched, who knows what could have happened.

That client, by the way, called later to apologize for his demeanor with our operator and thank us for our actions.

We have had a number of clients who are not currently enrolled in our in-house Auto-Pay and who have requested information on it. If you are one of those who is not currently signed up for Auto-Pay, please take a moment to complete this form and **fax it back to our accounting department at 203-265-0727 or mail it back with you payment.** This request will be processed prior to your next billing cycle. If you do not wish to sign up for Auto-Pay, simply disregard this form.

Payment Method (Choose only ONE)

Please deduct my recurring payments from my bank account and send me an invoice marked "PAID" for my records.

Bank Name: _____

Account Number: _____

Routing Number: _____

Name on Account: _____

I authorize Monitor Controls, Inc. to deduct payment according to the choice I made from the options above.

Account Holder Signature: _____ Date ___/___/___

Please charge my credit card and send me an invoice marked "PAID" for my records.

Credit Card Number: _____ Exp. ___/___

Name On Card: _____

Billing Address: _____

I authorize Monitor Controls, Inc. to charge the payment according to the choice I made from the options above.

Cardholder Signature: _____ Date ___/___/___

In addition, you can choose to receive information via e-mail. Simply complete this form and **fax it back to our accounting department at 203-265-0727 or mail it back with you payment.** If you have already provided this information, or if you do not wish to receive e-mails, please disregard this form. We strongly encourage you to complete the "News" section as we did utilize this during winter storm Alfred to alert clients with smart phones who were without phone lines and power.

E-Mail Contact Information:

Invoicing/Statements: _____ @ _____

News: _____ @ _____

Inspection Reminders: _____ @ _____

Meanwhile Back at the Office

Happy Birthday

Barbara	12/04
Dan D.	12/05
Lew	12/18
Kathy	12/31
Dan H.	01/16
Jonathan	02/04
John Jr.	02/04
Sarah	02/11

Congratulations to us! Monitor Controls, Inc. has relocated its off-site storage to a new facility that will also house a brand new Disaster Recovery Center (DRC). The DRC will host our off-site storage of not only inventory but information as well. In addition, the location allows for emergency services to be provided off-premise in the event a disaster condition which might dictate evacuation from our main office. It is our hope the new DRC will be operational by late summer 2012.

Congratulations are also in order for our service technician Tara and her husband Jeff who are expecting their first child in May!

Great job to our service technician Chris who recently passed his NICET II exam certification.

Happy Anniversary

John Jr.	41 Years
Elaine	26 Years
Kathy	17 Years
Allyson	13 Years
Dan D.	9 Years
Megan	7 Years
Denise R.	5 Years
Christina	4 Years
Keith	3 Years
Lew	3 Years
Sarah	3 Years
Angela	1 Year

www.monitorcontrols.com

We Accept



E-mail Addresses Proved Valuable During Alfred

During Alfred, and in the week immediately following it, we saw an increase in signals handled by operators at a rate of more than 8 times that of a "normal" week in our central station. Several operators worked outside their normal scheduled shifts, and many stayed in excess of their normal hours, to provide the necessary additional coverage required to meet the needs of our clientele.

Our operators handled close to **30,000 signals**, excluding those handled through automation. In addition, our service

department had been operating 24/7 with all technicians taking on-call status.

As each of the systems we install and/or service is custom there is no manner available in which to provide "mass advice" on system procedures / protocol. This is why our installation schedule was scaled down so the installation crews could assist with service to address:

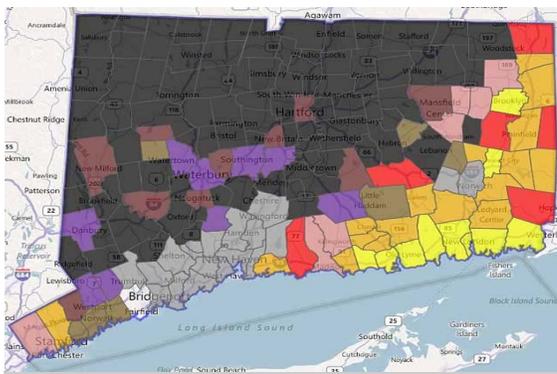
- Emergency response to client locations (prioritizing life safety calls)
- Restoring systems that remained late-to-test in areas where power had been re-

stored

- Calling individual clients on un-restored signals in areas where power had been restored
- Answering incoming phone calls at a rate three times our normal work load.

For those of you who signed up for e-mail notification of "News" at Monitor Controls, Inc., we were able to send you details such as those above as well as an e-mail assuring you that our office had not lost power. We strongly urge you to supply us with your e-mail address for future contact.

We are pleased with the steps taken during the storm; however, it is your satisfaction that is of the utmost importance to us. We welcome your commentary.



Notifying clients in areas where phone lines and power lines were down became a difficult task during Winter Storm Alfred.