

ALARMING NEWS

FALL 2024



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

Celebrate Fire Protection Week by Checking Your Smoke Alarms

As a member of the National Fire Protection Association® (NFPA), we're proud to recognize Fire Protection Week, October 6 -12.

The NFPA has been promoting fire safety for more than 100 years. This year's campaign is "Smoke alarms: Make them work for you!" We're happy to join them in educating everyone about the importance of having working smoke alarms in your home.

According to NFPA, smoke alarms reduce the risk of dying in a home fire by 54 percent. Meanwhile, roughly three out of five fire deaths happen in homes with either no smoke alarms or no working smoke alarms.

"Smoke alarms serve as the first line of defense in a home fire, but they need to be working in order to protect people," said Lorraine Carli, vice president of outreach and advocacy at NFPA. "This year's Fire Prevention Week campaign helps better educate the public about simple but critical steps they can take to make sure their homes have smoke alarms in all the needed locations and that they're working properly."

Working smoke alarms can make a life-saving difference in a home fire—giving your family the time to get out safely. This year's Fire Pre-

vention Week campaign is a great way to remind us all of the importance of regularly checking that our smoke alarms are in working order.



The NFPA offers these key smoke alarm safety tips and guidelines:

- Install smoke alarms in every bedroom, outside each separate sleeping area (like a hallway), and on each level (including the basement) of your home.
- Make sure smoke alarms meet the needs of all family members, particularly those with sensory or physical disabilities.
- Push the test button on each smoke alarm once a month.
- Replace all smoke alarms when they are 10 years old.

For more information about Fire Prevention Week and smoke alarms, visit fpw.org. Additional valuable fire prevention information can be found at the association's website at nfpa.org.

PRESIDENT'S MESSAGE

Training Technicians

I learned an important lesson as a young leader over a decade ago. In late December 2009, my dad, our CEO at the time, came to me saying we needed a General Manager in our Tacoma, Washington, office. Our current General Manager had turned in her notice and only provided us one week notice. Being young and energetic, I said, "I'll do it."



The branch was struggling financially and also struggling to take care of customers. I moved to Washington and jumped into the work. I quickly figured out how to improve the finances of the business, but we were still losing customers. As I managed branch expenses, I was faced with a decision. Do I take my technicians out of the field for training or have them keep working and generating revenue? I chose to keep them working on jobs and service tickets as opposed to investing in training. That was the wrong decision. We continued to lose customers.

Eventually, I realized we couldn't afford not to train our technicians. Over the following two years, I learned that training—above all else—would make our technicians more efficient, happier, and more valuable to our customers. Wouldn't you know it? We stopped losing customers when we invested in training.

The General Managers of all our locations know what I learned those many years ago. We can't afford not to train our technicians. Today, I believe our company has more trained and certified technicians in fire alarm, security alarm, access control, CCTV, fire extinguishers, and fire sprinklers than any other company in America. Rest assured that when our technicians arrive to install, inspect, or service your life safety systems, we have invested heavily into their training, and they are ready for the task before them.

Sincerely,
Eric Garner, CEO & President

Video Ideal for Monitoring After-school Activities

With school now back in session, keeping an eye on your kids as they leave and return home each day is important for your peace of mind. Thanks to smarter security and video surveillance from Mountain Alarm, you can get recorded or live clips of your kids anywhere, anytime.



With the Alarm.com app and a smart lock, you can set up custom disarm codes for your kids and automatically receive text and video alerts as soon as they arrive home, letting you know they're safe. A smart lock also ensures they won't get locked out if they lose or forget a key.

Video is a great way to keep tabs on them while they're home. Our indoor

and outdoor camera options give you an effective means to quickly check on all their activities.

Smart security and automation are also convenient as kids leave in the morning. If they are the last ones out the door, you can remotely check to see if the house was secured, making sure the doors are locked and your security system is armed.

We make protecting your family easier and more convenient. Call us at 1-888-349-3455 today to learn more about all our options for smarter security, video surveillance, and automation.

Proud Sponsors of Our Racing Family



The past summer, our team in Billings, MT, proudly supported the junior drag-racing efforts of Alaina, age 17, McKenzie, age 15, and JJ, age 13. They're a racing family that is also part of the Mountain Alarm family. Their parents, Christy and Taylor, both work in the Billings office.

Their half-scale dragsters can go up to 85 mph on the eighth-mile strip. They race in a single-elimination format. If you win the round, you keep racing. If you lose, you are done for the day. As you can see from the photos, the kids do a lot of winning.

"Growing up my whole family raced. My siblings and I ran junior dragsters. It's a good time to build strong rela-

tionships, learn sportsmanship, and it keeps kids out of trouble because you are always at the track on summer weekends," said Christy.

"Each race teaches them you may get knocked down, but you must get back up and try again. It's really neat to watch how this sport develops kids into genuinely great people with integrity, empathy, and drive," she added.

Mountain Alarm takes pride in supporting the communities we serve. "My husband and I are grateful to work for, and partner with, a company that is willing to invest in its employees lives while helping to better our racing program for the kids."

Trust the Test & Inspection Experts

Our comprehensive Fire Protection offerings include ensuring your business undergoes all required tests and inspections, regardless of the scale of your operation.

Our expert T & I teams are committed to keeping your systems functioning properly to best protect your assets, customers, and employees.



Our inspectors also take pride in providing an unmatched customer service experience.

Contact your local branch today to learn about our

T & I capabilities to ensure optimal performance of your fire alarm systems, fire sprinkler systems, fire pumps, fire extinguishers, backflow preventers, and more.

Reminder

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Call 1-888-349-3455 for customer service and remember to test your system monthly.

