

A publication for the valued customers of all our outstanding brands.

Get the Latest Smart Security & Automation Features

If your alarm system uses a traditional phone line or outdated cellular technology, an easy upgrade can offer you the latest products, features, and interactive services available.



Not only do newer cellular-based systems offer increased reliability, but also the ability to control many automated devices from your smartphone or computer. These systems also allow for easy integration of more sensors, life-safety devices, and video surveillance.

We currently offer several options with pricing specials for upgraded equipment and service plans for home and business. All the following smart components are accessible wherever you are using the Alarm.com app:

SECURITY

- Wireless keypads
- Micro door & window sensors
- Image sensors
- Motion detectors
- Glass break sensors
- Wireless remote panic buttons and key ring remotes

SMART VIDEO

- Wireless HD cameras
- Indoor and outdoor night-vision cameras
- Doorbell cameras

LIFE SAFETY

- Smoke detectors
- Heat/freeze detectors
- Water leak sensors
- Carbon monoxide detectors

AUTOMATION

- Thermostats
- Lights
- Locks
- Garage door controllers
- Small appliance controllers

Contact your local branch today to discuss upgrade options. We can quickly assess your current system and provide a free, no-obligation quote.

PRESIDENT'S MESSAGE

Reaching New Heights in Serving Our Customers

Our team reached a major milestone in 2019 when our 40,000th customer signed



up for our services. This is a milestone I'm sure my grandfather never fathomed possible when he started the company in 1952.

It's unique in the alarm industry to be a family-owned business with 40,000 customers. Most of the alarm companies larger than ours are owned by private equity or are public companies.

We are proud of our family business and are dedicated to offering the best products, technology, and local service available—all in order to protect what matters most to you.

I want to personally thank each of our 40,000 customers for choosing us to be their alarm service provider. We greatly appreciate the opportunity to serve you.

Eric Garner, President

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

Cold Temps Reinforce the Importance of CO Detectors

Colder temperatures put your home or business at increased risk of carbon-monoxide contamination as heaters and furnaces are employed. We offer CO detectors that easily integrate into your system.



These wireless sensors feature an internal siren which sounds along with the built-in siren at the alarm panel when harmful levels of CO are detected. A signal will also automatically notify the central station.

In addition to these life-saving sensors, we offer other devices to keep you safe and warm including smart thermostats, freeze detectors, smoke detectors, and water leak sensors.

With your smartphone or other web-enabled device, you can monitor your home or office anytime from anywhere, and instantly know if any of these conditions are present.

Adding these components to your system will keep your home or business safer—and smarter—during those long, cold nights.

Contact your local branch today to learn how easy and affordable it is to protect you, your loved ones, and your property from potentially life-threatening situations by augmenting your current system.

Warning: Fraudulent Security Company Targeting Our Customers

One of our customers in Southern Utah recently had a visitor come to his home claiming to be from Mountain Alarm. This visitor claimed to be there to provide service on the customer's panel. This visitor was actually replacing the customer's communication module with a communication module from the visitor's company.

The following day our St. George branch received a call from a person purporting to be our customer and requesting cancellation of his service in an attempt to take over the monitoring of the illegally installed module. Our astute customer-service representative, knowing our customer and not recognizing the person on the

phone, alerted the local authorities who are currently investigating this fraudulent activity.

Please remember that we will never show up at your home or business to service your system without an appointment. Our technicians will always be in a company-branded vehicle, wearing company-branded apparel.

This isn't the first time one of our customers has been targeted by unethical door-knockers. Please report any suspicious activity to your local branch. One of the principles in our mission statement is Integrity. Unfortunately, not all security companies can say the same.

Announcing a New Addition to the Family in Great Falls

Our family continues to grow as we're proud to announce a new acquisition in Great Falls, MT.



Alarm Service, Inc., has joined with Mountain Alarm and Kenco. George Forsyth, previous owner of ASI, has retired after 37 years and we are now proud partners with this amazing company. We are honored that George has entrusted us to continue serving ASI's valued customers.

For those customers familiar with the local number—(406) 761-1500—it remains active for sales, service, central station and customer service. Call the toll-free number at (800) 652-6948 to cancel an alarm or put your system on test.

The business will now operate from our current Great Falls Kenco branch located at 1601 2nd Ave N.

WISHING YOU & YOURS A PROSPEROUS NEW YEAR!

All of us at Mountain Alarm, CopperState, and Kenco wish you the best for the coming year. Please reach out to us at any time if our team of Fire and Security experts can assist you in better protecting your home or business. Thank you!

