

SAFE SECURITY®

Safety and Security Tips and Alerts



December 2011



Happy New Year

Dear Valued SAFE Customer,

With sincere appreciation for your business, our entire team sends you and your loved ones Best Wishes for a happy, prosperous and *SAFE* new year!

Below is our list of 2011's Top Ten Tips chosen by SAFE team members for our customers. As always, if you have any questions regarding your alarm system, monitoring, or your account, call us at 800-669-7779.

SAFE'S TOP TEN TIPS OF 2011



10. CALL SAFE FOR SERVICE

... if your alarm system is not functioning properly. [Click here](#) to request service online.

9. SYSTEM MAINTENANCE DO's AND DON'Ts

Do gently vacuum dust out of your smoke detectors periodically. Don't paint over heat or smoke detectors. In both cases, call the monitoring station first.

8. REPLACE BATTERIES

Your system will alert you if a battery needs to be replaced. Call us and we'll talk you through it or schedule a technician visit.

7. UPGRADE YOUR SYSTEM OR UPDATE YOUR CONTACT LIST

Call SAFE to add new components to your system such as smoke or Carbon Monoxide (CO) detectors. Watch for online specials! Call SAFE or the monitoring station to update your emergency contact list.

6. BEWARE OF HIGH PRESSURE SALESPEOPLE

Don't be pressured by unscrupulous salespeople canvassing your neighborhood. Their information is typically incorrect. Only SAFE has your secure account information, emergency contacts and system data.

5. ACCIDENTAL DISABLING OF YOUR ALARM SYSTEM

"Non-security" technicians installing or repairing a phone, cable or internet line may accidentally disable the land phone line used by your alarm system. Test it before the technician leaves to avoid another service call.

4. SAVE TIME AND HASSLE WITH SAFEPAY

SAFE has paperless payment options to save time and the environment. Auto withdrawal or SAFE Pay saves on costs! [Click here](#) to go there!

3. HOMEOWNER'S INSURANCE PREMIUM DISCOUNT

You may be eligible for a discount of up to 20% on your homeowner's insurance premium! Call us or request one via email - [Click Here](#). Include your name (and customer number, if you know it).

2. FRIENDS AND FAMILY REFERRAL

For a limited time, SAFE has increased its Friends and Family Referral Reward to \$100! That's real cash! What a great way to tell someone you care - give the gift of peace of mind! [Click here](#) to refer a friend.

and....drumroll, please; the number one tip of 2011:

1. TEST YOUR SYSTEM

The best way to ensure your system functions optimally is to test it periodically. See the test instructions below, which are also detailed on our website.

In this issue:

SAFE'S
TOP TEN TIPS of 2011
[System Test Instructions](#)

Did you know.....

The National Fire Protection Association reports that "less than one-fourth of Americans have both developed and practiced a fire escape plan."

Go to their website for tips on developing an escape plan and other fire prevention safety tips: www.nfpa.org/

Call SAFE customer care at (800) 669-7779 for more information about adding smoke/fire detectors to your security system.



SAFE
Quick Links

Click on the link below for quick access to SAFE resources.

SAFE Customer Service
customercare@safesecurity.com

Telephone: (800) 669-7779

Send SAFE Monitoring Service Payment to:

SAFE Security
PO Box 660826
Dallas, TX 75266-0826

[Make an online payment](#) or sign up for SAFEPay auto withdrawal

[Alarm System Manuals](#)

[System Test Instructions](#)

[Request Alarm System Service](#)

[Request a FREE SAFE Yard Sign](#)
(Please include your mailing address)

ALARM SYSTEM TEST INSTRUCTIONS:

Test your system monthly to be sure it is functioning optimally.



1. Call the monitoring station and ask that your system be placed in TEST mode. The operator may ask for your account number and will ask for your password.
2. Many systems have a test feature as an option. Please review your user guide and follow instructions for testing your system.
3. If an auto test feature is not available, arm your system as usual and set it off by opening a door or window, or by tripping a motion detector. Allow the siren to sound for a least one minute.
4. Turn off your system and reset it to READY mode.
5. Call the central monitoring station to verify that the signal was received and to take your system off TEST mode.

If you have questions regarding alarm system testing, have service issues, or wish to update your emergency contact list visit www.safesecurity.com or call SAFE at (800) 669-7779.

Dear Customer,

I hope you have a safe winter. Remember, your security system is a great resource in your protection plan. *Use it!*

Take care,

Karen

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