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SAFE SECURITY®

Safety and Security Tips and Alerts



June 2012

SERVICE CALL

Most security alarm systems operate faithfully for many years, needing only a panel or device battery replacement occasionally. It is rare that a system may signal an alert to an issue with a device or connectivity to the monitoring station that requires more technical attention.



If your alarm system signals an issue, even a low battery, it is important to remember to *call SAFE first for service*. SAFE has your system configuration information and provides the best value for your dollar. Our customer care representatives receive technical training to assist subscribers, resolving many issues over the telephone; that saves a costly service call.

If a site visit is necessary to repair a system, SAFE will schedule a local authorized service technician. *Another great value: SAFE residential customers may opt for our Extended Service Plan that will save on trip charges and equipment costs for a minimal monthly fee.*

For information about our current Extended Service Plan offer, contact SAFE customer care at customercare@safesecurity.com.

About my alarm system.... Emergency Contacts

It is important to keep your emergency contact list up to date. Is your list current with people and telephone numbers in case an alarm is triggered and our operator tries to contact you or someone on your list? The operator will call the list as per your instructions to verify the signal. Many cities with stretched resources now *require* verification of alarm signals before police are dispatched.

Be sure to tell these trusted friends that you have put them on the list, and familiarize them with the alarm system. If it has been a while or if you can't remember whom you assigned as your emergency contacts for your security alarm system, contact SAFE at 800-669-7779 or the monitoring station to review or update the list. Have your password or code ready.

Planning a vacation? Call us to update your emergency contact list.



In this issue:

[Service CALL](#)

[About my Alarm System](#)

[Health Watch - Beat the Summer Heat](#)

[Savings Reminder](#)

[First Aid for Heat Conditions](#)

[FAQ of the Month](#)

[Quick Links](#)

Savings Reminder: Printable Certificate of Monitored Security

Most insurance companies offer homeowners discounts on their policy premiums, some up to 20%!

Now, you may print your own monitoring certificate on the SAFE website. It's quick and easy!

[Click here](#) or follow the link in the lower left of our homepage to a secure login area. If you haven't logged in before, register (just takes a moment) and follow the "certificate" prompts.

Download a printable version of the Certificate Of Monitoring to send to your agent.

Health Watch

Extreme Heat Exposure

Heat kills by pushing the human body beyond its limits. In extreme heat and high humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.



Conditions that can induce heat-related illnesses include stagnant atmospheric conditions and poor air quality. Consequently, people living in urban areas may be at greater risk from the effects of a prolonged heat wave than those living in rural areas. Also, asphalt and concrete store heat longer and gradually release heat at night, which can produce higher nighttime temperatures known as the "urban heat island effect." (FEMA, www.ready.gov)

The very young and very old are at the highest risk, as their weight and age can impair their ability to handle high temperatures.

12 Tips for Staying Cool This Summer

1. Be aware of the heat. Pay attention to it and modify your activities appropriately. Pay attention to your hydration status, and be sure to drink plenty of fluids.
2. Try to stay in relatively cool areas, even when outside. Many public places such as libraries, shopping malls and movie theaters are air conditioned. Avoid hot enclosed places, such as cars. Never leave children unattended in a car parked in the sun. Use a fan, if available.
3. Stay on the lowest floor of your building.
4. Eat well-balanced, light and regular meals.
5. Wear loose-fitting, lightweight and light-colored clothing.
6. Cover windows that receive a significant amount of sun with drapes or shades to help keep your house cool. Weather stripping and proper insulation will keep cool air inside your home.
7. Cool beverages are good for cooling down the body, while alcoholic drinks can impair the body's ability to regulate its temperature.

8 Signs of Heat Overexposure

Heavy sweating. (But if heat stroke sets in, the body can no longer compensate and stops sweating.)

Pale skin

Muscle cramps

Feeling tired and weak

Altered mental status (confusion or disorientation)

Headache

Becoming semi-conscious, or passing out.

Nausea or vomiting

[See the right side bar for emergency treatment of too much heat exposure.](#)

FAQ of the Month

What causes false alarms and how may I avoid them?

False alarms are costly to everyone. False alarms are generally caused by user error and take police away from real emergencies.

First Aid for Extreme Heat Conditions

(from FEMA)

Heat Cramps:

Painful spasms, usually in leg and abdominal muscles; heavy sweating.

1. Get the victim to a cooler location.
2. Lightly stretch and gently massage affected muscles to relieve spasms.
3. Give sips of up to a half glass of cool water every 15 minutes. (Do not give liquids with caffeine or alcohol.)
4. Discontinue liquids, if victim is nauseated.

Heat Exhaustion:

Heavy sweating but skin may be cool, pale, or flushed. Weak pulse. Normal body temperature is possible, but temperature will likely rise. Fainting or dizziness, nausea, vomiting, exhaustion, and headaches are possible.

1. Get victim to lie down in a cool place.
2. Loosen or remove clothing.
3. Apply cool, wet clothes.
4. Fan or move victim to air-conditioned place.
5. Give sips of water if victim is conscious.
6. Be sure water is consumed slowly.
7. Give half glass of cool water every 15 minutes.
8. Discontinue water if victim is nauseated.
9. Seek immediate medical attention if vomiting occurs.

Heat Stroke:

High body temperature (105+); hot, red, dry skin; rapid, weak pulse; and rapid shallow breathing. Victim will probably not sweat unless victim was sweating from recent strenuous activity.

They can endanger responding authorities and your community. Setting off a false alarm is like dialing 9-1-1; police will respond thinking there is a real problem. False alarms may make you reluctant to arm or use your system, exposing your home or business to undetected breaches of security.

Many cities or municipalities charge fines for excessive false alarms so it is important for customer and other users to understand the operation of their security system.

Common causes of false alarms

- 1. Pets** – Security systems can be easily designed to accommodate indoor pets. If you acquire a pet after installation, you may need to have your system modified so pets will not trip motion detectors or pressure pads. Call SAFE for details.
- 2. Remodeling** – Your system was designed according to the original configuration- of your home. False alarms may be caused by significant changes to the layout. Even changes such as replacing window shutters with drapes, moving large furniture and installation of fans or air conditioners may be enough to set off an alarm. Further, it is recommended that a review of your security system design take place to ensure comprehensive protection after a remodel.
- 3. Visitors** – Train all trusted individuals who may visit your home (possibly housekeepers, guests, maintenance workers) on your security systems operation.
- 4. Moving objects** – Balloons, large plants and objects that may fall are common causes of false alarms. Prior to arming your system, place these objects in a room where they may not trip a motion detector.
- 5. Doors and windows** – Be sure to close doors and windows securely, as they may trigger an alarm if blown open. Install appropriate locks to help secure them from wind, pets or intruders in your home.
- 6. Bugs, pests or dust on a sensor lens** – Smoke detectors and motion sensors should be cleaned regularly. See helpful maintenance hints in this manual on page ten.
- 7. Circuit breakers that are turned off** – Alarm equipment must always be powered. Circuit breakers that are not powered can trigger a false alarm.
- 8. Malfunctioning equipment** – Alarm activations for no apparent reason may be an indication of faulty equipment. False alarms should not be caused by storms or severe weather conditions. *If you can't determine the cause of a false alarm, call SAFE as soon as possible.*

Happy 4th of July!



Dear Customer,

We welcome your input if you have suggestions regarding content for our newsletter and Tips and Alerts. Send your comments to my email below.

Possible unconsciousness.

1. Call 9-1-1 or emergency medical services, or get the victim to a hospital immediately. Delay can be fatal.
2. Move victim to a cooler environment.
3. Removing clothing
4. Try a cool bath, sponging, or wet sheet to reduce body temperature.
5. Watch for breathing problems.
6. Use extreme caution.
7. Use fans and air conditioners.



SAFE
Quick Links

Click on the links 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 SAFE Pay auto withdrawal](#)
[Alarm System Manuals](#)

[System Test Instructions](#)

[Request Alarm System Service](#)

[Request a FREE SAFE Yard Sign](#)

(Please include your mailing address)

Be safe in your travels and as you celebrate the Fourth!

My best regards,
Karen

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