



## DO YOU KNOW YOUR CO ALARM SOUND?

We recently had a service call where the reported problem was that the smoke detectors were going off for no reason. Our technician responded promptly, and sure enough the alarm started sounding while he was there. He traced the problem to an activated carbon monoxide (CO) detector near the furnace, which, as it turned out, needed to be replaced. Due to a problem with the furnace, it was putting CO into the house. Fortunately, the problem was discovered and repaired before anyone was injured. CO is an odorless, colorless gas given off by just about anything that burns oil, natural gas or gasoline, and it blocks your blood from delivering oxygen. In low doses it can cause nausea and headaches, and can be fatal in higher doses. Because of this, all new residences and buildings with sleeping rooms are now required to provide CO detection. There are now combination CO and smoke alarms available, and if the alarm goes off and you don't smell smoke, it doesn't mean there isn't a problem. To make the two features distinguishable from each other, smoke alarms activate with a three pulse pattern (this has been a requirement for 20 years) and CO alarms activate with a four pulse pattern. Knowing which part of the detector is creating the alarm makes a big difference – don't assume it is a bad smoke alarm if you don't smell smoke – it may be the CO alarm, and ignoring that or disabling the detector could be serious!

If your smoke/CO alarm is sounding with four beeps, turn off all fuel burning appliances; open a window for fresh air, and call to have it checked out. Fire departments, gas utilities and furnace technicians all typically have the proper equipment to measure CO levels to identify the problem.

## POLICY UPDATE

We are changing our policy on AC power loss signals for residential customers, and unless you request otherwise, we will not call you for an AC power loss signal between 11pm and 8am. If you would like to be notified during those hours, please call Tammie or Tracy at (800) 283-3659.

## IS YOUR CALL LIST CURRENT?

Please be sure the information you have provided us for contact persons and phone numbers is still current. We are actively working to make sure we have current cell phone numbers as well, if you have changed personnel or phone numbers for your call list, please help us update our records. Please contact Tracy Morgan at [tracymorgan@safetysystems.net](mailto:tracymorgan@safetysystems.net) or (800) 283-3659 to get a copy of our call list for your account, or to provide updated information.

## “QUARTERLY QUOTATION”

*You can always tell when a man is well informed. His views are pretty much like your own!”* – H. Jackson Brown, Jr.

# ACTIVITY STATS

Our central station alarm activity for October, November, and December is as follows:

- **Burglaries:**
  - Commercial..... 2
  - Residential..... 0
- **Holdups:**
  - Commercial..... 0
  - Financial Institution..... 0
- **Fires:**
  - Commercial..... 2
  - Residential..... 0
- **Individuals apprehended..... 0**

# COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800) 283-3659**. Our fax number is (517) 782-5670. If you prefer to contact one of us directly, we've provided our company directory.

## Administration:

Jodi Decker, CEO (517) 782-9541  
jodidecker@safetysystems.net  
Dan Decker, President (517) 782-9817  
dandecker@safetysystems.net

## Central Station:

Tammie Moore, Manager (517) 782-6005  
tammiemoore@safetysystems.net  
Tracy Morgan, Supervisor (517) 782-5980  
tracymorgan@safetysystems.net

## Technical Services:

Dave Kivi, Manager (517) 782-5998  
davekivi@safetysystems.net  
Dawn Brown, Scheduling (517) 782-5948  
dawnbrown@safetysystems.net

## Adrian Area Supervisor:

Tim Pepper (517) 263-9100  
timpepper@safetysystems.net

## Lansing Area Supervisor:

Steve Pierce (517) 484-3072  
stevepierce@safetysystems.net

## Fire Alarm Systems Testing:

Kurt Scott, Manager (517) 782-5941  
kurtscott@safetysystems.net

## Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517) 782-5946  
jeffcattell@safetysystems.net

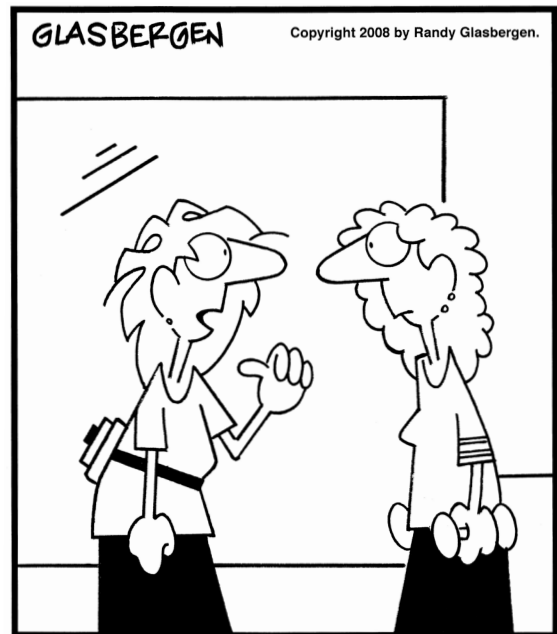
## Customer Service and Sales:

**Toll Free: (800) 283-3659**

Amber Barber, Sales Coordinator (517) 782-5940  
amberbarber@safetysystems.net  
Mike Anderson - Lansing (517) 485-4558  
mikeanderson@safetysystems.net  
Paul Bentley - Kalamazoo (269) 903-2234  
paulbentley@safetysystems.net  
Rob Davis (517) 782-9517  
robDavis@safetysystems.net  
Kevin Lovitt (517) 782-5969  
kevinlovitt@safetysystems.net  
Bob Magill - Livonia (734) 838-0434  
bobmagill@safetysystems.net  
Jim Walsh - Toledo (419) 887-5810  
jimwalsh@safetysystems.net

## Accounting:

Patricia Brown, Manager (517) 782-9229  
patbrown@safetysystems.net  
Jackie Olivas (517) 782-9542  
jackieolivas@safetysystems.net  
Lindy Gannon (517) 782-9228  
lindygannon@safetysystems.net



**“It’s a smoke detector. It tells me if I’m exercising hard enough to burn fat!”**

Newsletter editor: Dan Decker