



The **WH Security** The Power to Protect
 A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

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Dispatcher

WH Security system prevents burglary

On an early winter morning, a burglar tried to break into the Maple Lake VFW through one of the building's side entrances.

"If we didn't have a WH Security system, they would have gotten in and taken whatever they were looking for," said Maple Lake VFW Administrator Karen Albrecht.

Luckily, the VFW's security system alarm sounded when the burglar attempted to pry open the door. After hearing the alarm, the burglar ran, causing only minimal damage to the exterior door and leaving the interior of the business untouched.

The Maple Lake VFW had the system installed more than 15 years ago to provide peace of mind for the employees and to protect the business from theft.

"It was something the administration wanted to do for the building because of the type of business we run," said Albrecht.

According to Albrecht, things have been taken from the outside of the building in the past, but the VFW has never had a successful break-in.

"This is the closest anyone has come to actually breaking into the building," said Albrecht.

WH Security systems are monitored 24 hours a day, seven days a week from WH Security's UL listed monitoring center in Rockford, Minn. With the aid of state-of-the-art technology and redundant communication systems, WH Security's fully trained and certified personnel respond quickly in any emergency situation.

"I think every business should have a security system," said Albrecht. "It ensures the safety of employees and protects a business' assets."

Albrecht believes that purchasing a WH Security system was a worthwhile investment for the VFW to make.



Maple Lake VFW Administrator Karen Albrecht credits WH Security with preventing a burglary.

"We've been pleased with WH Security's service," said Albrecht. "It's an inexpensive service for the peace of mind it provides."

Protect your home from freeze damage this winter

Like it or not, cold temperatures will soon return to Minnesota for the winter, and with those cold temperatures comes the risk of having freeze damage occur to your property.

If you worry about broken pipes and freeze damage, a low temperature sensor may be the perfect solution for you.

This sensor alerts WH Security dispatchers when the temperature inside a home falls below a predetermined level. Low temperature sensors can be added on to new and existing security systems. These devices can save unoccupied homes or cabins from frozen pipes, water damage and frost.

Adding a low temperature sensor to a new or existing system is a smart choice for those that spend time away from home during the winter months or for those that have a cabin that will be left unattended.

For more information on WH Security's low temperature sensors, please call (763) 477-3000.

Be sure your flood sensors are operating properly

Although it is important to check all of the sensors in your alarm system, after the abundance of wet weather this year, WH Security suggests you pay special attention to your water/flood sensors. Although these sensors may have worked as they were designed to in the past, it is important to check these sensors to ensure they are still working properly. After becoming wet, minerals and/or sediment in

the water can block these sensors and prevent them from working.

There are several steps that should be taken when testing your security system. First, you must contact the monitoring center at (763) 477-3000 and ask that they place your system on "test" mode. When in test mode, any signals that are sent from your system will be disregarded by the monitoring center. Tell the

monitoring center your password and how long you plan to have your system on test mode.

After placing your system on test mode, clean and check your sensors to be sure everything is working properly. If you'd prefer to have a WH Security technician fully service your system, or if you have any questions regarding how to test your system, contact (763) 477-3000.

Hardwired versus wireless: How does it affect your system?

There are many types of alarm systems on the market today. As systems evolve, they are being used for a variety of purposes. However, the most basic system variance is hardwired versus wireless.

In the past, when the industry used the terms "hardwired" and "wireless" it meant something different than what customers currently think these terms mean today.

In the early days of alarm systems, everything was hardwired. Wireless technology simply didn't exist. Hardwired meant that each device had a wire running from the device to a main alarm control cabinet. These devices included motion sensors, door sensors, glass breaks and smoke detectors.

Hardwired alarm systems have maintained a good position in the industry due to their reliability and lack of service needs. One could say they are almost maintenance free because the only thing that needs servicing is the back-up battery. (Note: When saying maintenance free, please note that an alarm system should still be tested regularly according to manufacturers' specifications.)

Even though alarm systems started out being completely hardwired, it doesn't mean that is the only available avenue any more.

As technology progressed, the wireless alarm system started to come into play. When wireless technology first appeared on the market, it was designed to help with situations where wiring could not be ran to a device. Alarm-system installations had been challenging at times, with trying to get wires to their proper destinations. Hardwiring a device meant possibly spending hours running a wire to where a sensor needed to be.

To help solve this problem, a wireless option was developed. Battery-operated, or "wireless" sensors use radio frequency (RF) technology to communicate with the system's control panel.

Customers are occasionally concerned about installing wireless sensors because they wonder how they'll know when the battery goes dead. There is no need to worry about this. The system monitors the sensors' battery condition and RF condition for issues and reports any problems associated with the device with a message on the system's keypads, as well as a signal to the monitoring center. Naturally, these sensors need maintenance when the battery gets weak.

Another wireless technology that is a buzz with customers and insurance agencies is a wireless communication path to the monitoring center. Cellular



Understanding the difference between hardwired and wireless can help you better maintain your alarm system.

communication is becoming a very popular option for consumers. The cellular technology takes the place of a hardwired phone – or "land-line" phone technology – to communicate signals to the monitoring center.

Because consumers are canceling their traditional phone lines at an astonishing rate and using their personal cell phones as their primary line of communication, cellular communicators are growing in popularity.

Contact WH Security at (763) 477-3000 or visit www.wh-security.com if you'd like to learn more about different types of sensors.