



The Dispatcher

www.wh-security.com • (763) 477-3664 • info@wh-security.com

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Window sensor prevents break-in for customer

Garry Syverson has been a WH Security customer since 2011 after his home was broken into twice in almost a year's time.

Deciding that he'd had enough unwanted visitors, Syverson had window and door sensors placed in his St. Paul home, and proudly displays the WH Security sign in his front yard.

While the sign didn't deter a would-be burglar, his window sensor activated after intruders pushed his window air conditioning unit inside his home, sending an alarm alerting the monitoring center who dispatched local police.

"I was 50 miles away at work and I got an email notification," Syverson recalled. "I hopped in the car and got up here as fast as I could ... I know they didn't get in, because

nothing is missing. I think the alarm went off immediately and scared the heck out of them and they took off."

Syverson even avoided damages to his air conditioner and said his security system "saved me a lot of frustration, hassle and expenses."

The only regret Syverson said he has is not getting a security system through WH Security sooner.

"After the first one it should have been a wake-up call," said Syverson. "I've always had this vision that (security systems) were hugely expensive, but they really aren't. ... I haven't had any problems with the system. It's definitely worth spending the money on."



After a window sensor prevented a third break-in, Garry Syverson has peace of mind knowing his home is protected by WH Security.

Prepping your home for fall and winter

With the change in seasons coming, you will want to make sure your security system and all of its features are functioning correctly.

It won't be long before you're firing up the furnace instead of your air conditioner, and warming up your car before heading out, so check that your carbon monoxide detectors work and have fresh batteries. The same goes for fire detectors.

If you have freeze and temperature sensors, you will want to inspect them

for damage and ensure they are functioning properly before temperatures drop.

You will also want to test your furnace before you decide to run it for the season. Be sure to also replace its filter.



If you use a window insulator kit, make sure your window sensors are not affected or damaged during the application process.

Be sure interactive features like thermostat control and remote arming are working properly, and have a technician come and service them if needed by calling (763) 477-3664.

For more tips, check out our blog at <http://goo.gl/M66KXc>.

Control My Home can help ensure your kids are safe

The hustle and bustle of the school year is almost upon us, and while it is an exciting time, it's also a time when parents worry about their children's safety.

While we like to assume everything went according to plan for the day, a myriad of things can cause parents to fret and check in to make sure their children made it home safely.

Control My Home is a great feature that allows parents to interact with their security system from a mobile device and can add peace of mind.

Unfortunately, Control My Home can't go with your kids to and from school, so here are some tips to keep them safe this school year:

Walking Safety

- Always walk on the sidewalk if one is available; if your child must walk on the street, have them walk facing oncoming traffic
- Look left, right, then left again before crossing the street
- Walk with a group or a friend
- Plan and practice a safe walking route with your child
- Talk to your child about what to do if they are approached by a stranger

Bus Safety

- Stay in your seat, and do not put your head, arms or hands out the window
- Wait for the bus to come to a complete stop before getting up from your seat
- Always cross in front of the bus and look both ways

Control My Home boasts other interactive features, such as controlling your thermostat and lights. For more information or to sign up today call (763) 477-3664, or visit <http://goo.gl/cdh47s>.

Be sure to test your security system after outages and severe weather

Regularly testing your security system is important. But it's especially important after a power outage and severe weather.

If your power is out over an extended amount of time your system's battery can become depleted. If your battery drains completely it will not communicate with the monitoring center until it recharges.

Once your battery is fully charged you should test it by contacting the monitoring center and tell them you are going to test your system since you experienced an outage. Once you've tested your system you should again call the monitoring center and communicate whether you encountered any problems or that your system is working properly.

The life expectancy of your battery can be affected by long-term outages as well, so be sure to have regular maintenance and inspections of your system.

But your battery isn't the only thing you need to worry about in severe weather. Thunderstorms can blow open windows unexpectedly and trigger sensors with debris. Strong winds can also rattle windows and trigger old sensors.

When the power goes out and there's severe weather, an elevated number of sump pump alarms, temperature alarms and all different types of activity occurs during storms.



Severe weather can affect your security system, especially if there's an outage, so be sure to test it afterward.

We recommend testing your system end to end to make sure all of your sensors and features are functioning properly.

It is important to know that during severe weather the monitoring center puts priority on emergency situations, and they might not get back to you regarding testing your alarm system until all emergencies have been handled.

The monitoring center heightens its number of staff during emergencies to deal with all of the alarms and alerts as quickly as possible.

For help or questions regarding testing your WH Security system, please call (763) 477-3664, or use the live chat feature located at wh-security.com. You can also watch videos on how to test your system at <https://goo.gl/Yu7yKt>.

Sign up for FREE alerts!

Every WH Security customer is contacted via phone when alarm activities occur. Now you have the ability to receive this info via text message and/or email!

To sign up, visit:
<http://goo.gl/rh8JMV>

