



WH Security

A Better Security System

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GET TO KNOW YOUR TECHNICIAN

We're proud of the people we employ at WH Security and the service they provide to our customers. So we would like to take a moment to introduce technician Steve Brandt, and let you get to know him a little bit better.

Family? My girlfriend and I have our hands full with a 130-pound Italian Mastiff named "Drago".

How long have you been working in the security industry? 24 years

What's your favorite thing about being a WH Security team member? I would say the best part of being a WH security team member is being around so many talented people. There are a lot of people here with many years of experience and it is nice to have so much talent around to help resolve any issue we may come across.

What's your favorite part about being a security tech? My favorite part about being a security technician is knowing I am helping people feel safe and secure in their home.

What's the number one question you get asked on the job? The most asked question is how often should I test my system. And the answer is at least once a



Steve Brandt is a security technician with WH Security, with more than 24 years of experience as a technician.

month. With all the changes made today in the communications industry it is more important than ever to test your alarm system.

Is there a new security product or trend that you're excited about? The most exciting and useful new product in the security industry is the ability to control your alarm system from anywhere by adding a cellular radio to your system. This will allow you to arm/disarm your system, control thermostats, lights, garage doors and even unlock your front door, as well as get notifications when someone has disarmed

the system or there has been an emergency. This is very useful for the homeowner on the go or when you have children that may be coming home alone.

Other experience? I devoted four years to the U.S. Marines as a combat engineer. I served nine months in Operation Desert Storm, and traveled to Okinawa, Korea, Saudi Arabia, Kuwait, Cuba and the Philippines.

Hobbies? I'm a hockey enthusiast. I also love to fish, sport shoot and ride motorcycle.

REMEMBER TO TEST YOUR SYSTEM

When you leave your home you always make sure to arm your system, so it must work, right? Like any investment, it's a good idea to ensure your security system is working properly with regular testing.

We encourage customers to test all of their sensors and features at least once a month. In order to assist with this, we have an archive of easy-to-follow YouTube videos available at: <https://goo.gl/xA7Dfx>.

Remember, always set your system to test mode before testing it. It is also a good idea to call and notify your monitoring center that you will be testing your system and setting off the alarm. For more information, call (763) 477-3664.



WHO TO CALL WHEN YOU HAVE A QUESTION

Whether you've had your WH Security system for years or had one recently installed, we understand you may have questions about your account, equipment and more.

We pride ourselves on our customer service, and work hard with each and every customer to make sure that their needs are met.

Need to speak with someone about your equipment or setup a service call? Is your system beeping or you think something may be wrong? please don't hesitate to contact us. Our technicians field and respond to service calls between 7:30 a.m. and 4 p.m. (Memorial Day through Labor Day). After-hour services are available through your monitoring center.

Need to make a payment? Call (763) 477-3664, or use the pay/view my bill feature under "My Account" at wh-security.com (you can also use our live chat feature!)



OPTIONS FOR REPLACING YOUR LANDLINE CONNECTION

If you're thinking about ditching the landline connection for your security system we would love to talk with you about your replacement choices.

WH Security has a couple of options for customers looking to cut the cord and get rid of their landline. The first of which is a cellular communicator.

A cellular communicator transmits alarms wirelessly to your dispatch center the same way your cellular phone works. Because there aren't any lines or wires needed for this type of communication, you never need to worry about them being cut or damaged.

Another option is internet protocol (IP) communication. Security systems that utilize IP communications transmit alarm signals through your IP address. That means your system needs to remain connected to your internet router in order to properly communicate with your monitoring center.

To find out more about communication options for your system, contact WH Security at (763) 477-3664. We have team members that can work to provide you with the best possible option for you and your system.

IS IT TIME TO UPGRADE YOUR EQUIPMENT?

If you've had your WH Security panel and sensors for more than 10 years, you may want to consider replacing them with customized solutions we have available or upgrading your system.

Think about the technological advancements made over the past 10 years to computers, cell phones and household appliances. Not only have features and functionality improved, but so too has longevity and durability. The same has occurred in the world of home security.

Today, customers can take advantage of new technology like home automation, surveillance cameras and interactive solutions. Whether you want to add monitored smoke and carbon monoxide sensors, control your home's thermostat, lights, and locks, or simply peak in at home through your cameras to make sure everything is ok, WH Security can help you utilize the latest technology to better protect your home and family.

If you're interested in looking at what new technology is available to you from WH Security, contact a team member today at (763) 477-3664.