

# ALARMING NEWS

SPRING 2022



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

## Mountain Alarm Celebrates 70 Years of Protecting What Matters Most

Our company reached a significant milestone with the dawning of a new year. The year 2022 marks the 70th anniversary of the founding of Fire Protection Service Corporation, now known as Mountain Alarm Fire & Security. Started in 1952 by the vision-

As a renowned trailblazer in the industry, Mountain Alarm offers the latest technology and equipment in fire protection, residential and commercial security, life safety, and home automation.

The industry and our business have evolved tremendously over



ary Peary Barker, the company remains family owned and operated, staffed by teams dedicated to protecting homes and businesses in our local communities.

Throughout our history, the company has dedicated itself to innovation and strategic growth. We now operate 16 branches, serve customers all across the U.S., and continue to expand into new areas.

these past seven decades. One thing instilled by Mr. Barker that remains unchanged, however, is the unmatched customer care that serves as our foundation.

Join us in celebrating 70 years. We couldn't follow our passion for life safety without all of you, our cherished customers. Thank you for your business and loyalty. We'll continue to do our best each day to earn it.

### PRESIDENT'S MESSAGE

## New Customers and Team Members Join the Family

I am pleased to announce that on February 15 we acquired Matson Alarm based in Fresno, California.



Larry and Mike Matson started Matson Alarm in their garage over 40 years ago. I have known the Matson brothers for years and their reputation is outstanding in California's Central Valley. I am grateful they chose Mountain Alarm to carry on their legacy. Larry's daughters, Rebecca and Katie, and Mike's son, Michael, have all agreed to continue with us, leading and growing Matson Alarm. This acquisition brings with it more than 80 team members, 23,000 customers, and four new branch locations.

I am also pleased to announce our recent acquisitions of Yarnell Security and Choice Security both located in Lancaster, Pennsylvania. These two acquisitions add over 50 team members, nearly 10,000 customers, and one new branch office.

We welcome our new customers and team members to the Mountain Alarm family. We look forward to continuing to provide the best-in-class life-safety products and services for our existing customers and our new ones.

Sincerely,  
*Eric Garner, CEO & President*



## Protect Against a Variety of Unseen Threats with Integrated Smart Devices

Most owners of a home or business acquire a security system for obvious threats such as burglars. But what about unseen threats in the air you breathe, the water heater in the utility room, or an unattended appliance that may increase fire danger?

Mountain Alarm has life-safety devices that integrate into your smart security system to protect you against these less obvious—but no-less dangerous—hazards.

We offer sensors that detect floods, smoke, carbon monoxide, and extreme temperatures.

These components can mean the difference is saving property and possessions, not to mention lives.

When an unsafe level of carbon-monoxide is detected, our wireless sensors sound an alarm at the device and the alarm panel. A wireless smoke/heat/freeze detector enables the system to alert you of one, two, or all three conditions, while a smart disaster sensor can detect water in any area where there's an increased risk of flooding.

When any of these emergency conditions are present, your system can alert you at the panel and through the app, while simultaneously notifying our monitoring agent who can alert the proper responding agency if needed.

These are vital components to protecting your home or business. Call us today at 1-888-349-3455 to find out more about smart devices which easily integrate into most systems.



## Customer's Well-positioned Camera Aids Police in Capturing Murder Suspects

Jake Allen, our manager in Helena, Montana, recently received an email from a customer which highlights the invaluable benefit of video surveillance and the importance of configuring cameras correctly.

*Jake, remember the camera we moved at about eye/face level? It gives a full-face view when walking into the door. We had an incident in which the police required video to identify two suspects in a recent murder. That camera was the reason they identified them so quickly and made an arrest that same afternoon. The police complimented our system, particularly that camera's placement.*

*I have recently worked with the Helena Police Department and*

*Lewis & Clark County Sheriff's office and they have said we have remarkable video, which they appreciate and wish others would consider to protect themselves.*



We offer many indoor and outdoor camera options and styles with the latest features like night-vision optimization. Paired with the industry's highest-rated monitoring, video surveillance is a must-have

component of any commercial or residential security system.

Call us today at 1-888-349-3455 to discuss options with our local security expert. He or she can also recommend the ideal placement of cameras for capturing footage to best protect your property.

## Reminder to Keep Your Contact List Current and Accurate

Please remember to keep the contact list on your Alarm account up to date. Businesses have employees who leave the company, change positions, or transfer to another office. Families have children whose phone numbers change or trusted neighbors who move away.

It's imperative the list we have on file is accurate, so that our monitoring agent contacts the appropriate parties in the event of an alarm. It saves precious time in an emergency and also helps prevent unnecessary dispatch to false alarms.

You can update your contact list by calling our Customer Experience Department at 1-888-349-3455 or by logging in to your account through the customer portal located on the website.



Call 1-888-349-3455 for customer service and remember to test your system monthly.

