

# ALARMING NEWS

SPRING 2024



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

## One App Secures & Automates Your Home

Do you have tasks in your life—like managing your finances—that require multiple apps, logins, websites, and accounts? Thankfully, that's unnecessary when it comes to protecting and automating your home. With a smart system from Mountain Alarm, the Alarm.com app gives you the ability to easily access, manage, and control all your security and automation devices in one place—from anywhere.

### SIMPLIFY HOW YOU PROTECT YOUR HOME

The app's Smart Arming feature can arm or disarm your security system automatically based on a time you set, how far your smartphone is away from the house, or if motion is detected by your sensors.

### COME HOME TO COMFORT

Don't come home to an uncomfortable environment. Get real-time notifications about temperature extremes, HVAC malfunctions, water leaks, and more. Do you have areas that run hot or cold? Our smart thermostats feature remote temperature sensors to target specific areas in order to keep them at an ideal temperature.

### WHO'S COMING AND GOING?

Disarm your system and allow access with a single command with the app and a smart lock. Get alerted when your kids arrive home or if they forget to arm the system when they leave. Eliminate the need for keys with digital lock codes that you can uniquely assign with time and date restrictions.

### SECURE POINTS OF ACCESS

One in three burglaries happens when a point of access is left unsecured. The



app reminds you if you forgot to lock up, close your garage, or arm your security system. Simply tap the alert once to secure your home remotely.

### ONE LESS THING TO WORRY ABOUT

Are you always rushing out in the morning? Use the app's "Away Scene" to lock your doors and arm your system with a single command. Customize various Scenes for automated security and system management.

### STAY ILLUMINATED

Adjust any or all of your lights with the app or a voice command. Schedule lights to turn on or off when you arrive home, arm your system, or go to bed. Automated lights deter intruders by responding to activity or giving the appearance that someone is home while you are away. Never come home to a dark entrance. Set your lights to turn on at a certain time or to sense when you're nearing home.

Call us today at 1-888-349-3455 to upgrade your system to include interactive services or to learn more about any of our smart home devices.

## PRESIDENT'S MESSAGE

### Technicians Committed to Saving the Day

Throughout our more than 70 years of leading the life safety industry, our commitment has not wavered to our vision of "one too many service technicians in every market we serve." You might ask what that



means. It means we want to be sure that when our customers have a need, especially an urgent need, we can take care of them that same day. At times, this is easier said than done.

We are competing for technician talent and trying to educate young people about the benefits of joining our industry. In 2023, we invested heavily in our best-in-class recruiting technology and best-in-class training for our new technicians. We aren't perfect in every market we serve yet, but what we started in 2023 is working. We ended the year with 122-net new technicians. We will continue these efforts in 2024 until we achieve our vision of one too many service technicians in every market we serve.

Our dedicated service technicians make me proud every day. If someone asks me what my favorite job at our company is, I always answer that my dream job is being a service technician. Every day is a field trip, visiting a customer somewhere new, and technicians get to save the day! Our technicians do this all day, every day and even after hours. If you know someone interested in a career at a great company, please tell him or her about us.

As always, if there is anything I can do for you, please let me know.

Sincerely,  
*Eric Garner, CEO & President*

## Your Fire-Protection Experts Since 1952



While our technology, service offerings, and equipment continue to evolve, our foundation was securely built on providing our customers the ultimate fire protection.

Mountain Alarm and CopperState offer customized fire systems featuring everything from monitoring flow and tamper to fire control panels with horn strobes to disaster sensors and mass notification systems. Our fire monitoring is the highest rated in the industry and 100 percent redundant. We're proud to employ the most knowledgeable and experienced fire-protection experts in the communities we serve.

Among other areas, we specialize in:

- Fire Alarm Panels
- Test and Inspections
- Maintenance
- Smoke Detectors
- Heat Detectors
- Mass Notification Systems
- Gas Detection Systems
- Pull Stations
- Horn Strobes
- Flow and Tamper Switches
- Carbon Monoxide Detectors
- Flood Sensors
- AES Wireless Radio Transceivers

Call us today at 1-888-349-3455 for all your commercial fire-protection needs.

## Hard Work Leads to Certification

Jacob Thompson, a fire technician in Casper, WY, recently earned his NICET II certification. For several months, Jacob worked diligently to earn this distinction.

According to NICET, the certification programs "are designed by industry experts and practitioners to ensure a qualified workforce. Certification levels lay out a career path for advancement from entry to senior-level responsibilities."

In addition to passing an exam, a NICET II technician must have a minimum of two years experience in fire detection and signaling systems. This must include at least 12 months of fire alarm systems experience comprised of alarm and detection,



Jacob Thompson

notification, sprinkler monitoring, and interfaces and controls for agent releasing suppression systems. Required functions can include installation, inspection, testing, technical system estimating and sales, plans preparation, and maintenance.

Jacob has been with us since 2012. "In that time, he has turned into a top-notch fire-alarm technician. He will never shy away from a challenge. That was his view of the test. Just another challenge," said

Scotty Lehner, General Manager of the Casper branch.

We congratulate Jacob on his great accomplishment, and thank him for his hard work and dedication to his profession as well as to our customers.

"I am very proud of Jake," Scotty added. We all are.

## Specialized Flood Sensors Protect Against Property Damage

Spring has sprung! This means potential flooding, particularly in areas that have received a lot of snow or experienced extensive rainfall. Damage caused by water costs homeowners and business proprietors billions of dollars each year.



Protect your property and possessions from devastating water damage by integrating Flood Sensors into your Mountain Alarm security system. These smart devices detect the presence of water before extensive harm is done. You're alerted through the app and at panel if there is a potential for flooding, giving you time to fix the issue and mitigate any damage.

These smart devices can be installed wherever there is a risk of flooding. They're ideal for placement in basements, crawl spaces, near water heaters, washing machines, sinks, and any other area at risk of water damage.

Call 1-888-349-3455 today to schedule installation of a flood sensor. These simple, yet effective devices can protect your home or business from destruction due to storms, the spring runoff, broken pipes, or faulty appliances.

**Reminder**

If you're mailing your payment, please send it to:  
P.O. Box 12487 • Ogden, UT 84412-2487



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

