

ADVISOR

Newsletter

2006
June - Aug
Summer Edition

ACME SECURITY GROUP

At a Glance!

CORPORATE PROFILE

HEADQUARTERS:

1632 West 6th Avenue
Vancouver, B.C.
V6J 1R3

ESTABLISHED: 1930 in Vancouver

NUMBER OF OFFICES: 2

NUMBER OF EMPLOYEES: 56

TYPE OF SERVICES PROVIDED:

- ELECTRONIC SECURITY SYSTEMS
COMMERCIAL AND RESIDENTIAL
- INTEGRATED SECURITY ACCESS
CONTROL/CLOSED CIRCUIT CAMERA
SYSTEMS (CCTV)
- TELEPHONE/VOICEMAIL SYSTEMS
'PANASONIC' SPECIALISTS
COMMERCIAL & RESIDENTIAL
- STRUCTURED COMPUTER SYSTEM
WIRING

PLUS

OUR OWN ULC LISTED MONITORING
STATION LOCATED IN VANCOUVER

CONTACT INFORMATION:

- 604-731-8204** VANCOUVER AREA SALES
AND ADMINISTRATION
- 1-800-663-6693** SALES & ADMINISTRATION
OUTSIDE THE LOWER
MAINLAND
- 604-731-4126** MONITORING STATION
DIRECT
- 604-714-1100** ASIAN DIVISION

email: mailbox@acmesecuritygroup.com

AFFILIATIONS & ACCREDITATIONS:



CANASA
CANADIAN ALARM & SECURITY
ASSOCIATION



CSAA - ♦♦♦♦♦
CENTRAL STATION ALARM
ASSOCIATION - FIVE DIAMOND



SNA
SECURITY NETWORK OF AMERICA



ULC
UNDERWRITERS LABORATORIES
OF CANADA



“Highest Industry Standards” APS SECURITY AWARDED



“Five Diamond”
Designation



Acme Protective System’s monitoring division, APS Security, was recently awarded with a “Five Diamond” designation from CSAA (Central Station Alarm Association). This designation is awarded to alarm companies who are committed to the highest training standards by having 100% of its Monitoring Station operators certified by CSAA and by pledging to continue with certification of any additional staff. The Five Diamond designation ensures ongoing professional development and standardization of training for all central monitoring station operators.

Once again Acme Protective has demonstrated its commitment to quality, service and the highest standards in the industry. Achieving the CSAA Five Diamond certification, the highest in the industry is a very significant accomplishment and demonstrates Acme Protective’s commitment to not only their customers, but as well to their employees’ professional development.

APS is 1 of only two monitoring stations in Canada to hold this
♦♦♦♦♦ Designation.

PACIFIC PROTECTIVE SYSTEMS LIMITED

ESTABLISHED IN VANCOUVER IN 1950

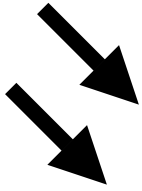
Pacific Protective’s owner Mark White has for some time been planning his exit strategy from his daily business commitments. Mark acquired Pacific almost 35 years ago and developed Pacific into a boutique security company based on **quality service**.

It is impossible to simply ‘hand-off’ loyal customers where there has been a commitment based on **trust** over many years, especially where security is the major concern. Mark’s desire was to sell his business and yet be able to retain contact with his customers.

Acme Protective Systems established in Vancouver in 1930 and owned by Don Nelder since 1972 was chosen by Mark as the company he would like to both transfer his clients to and be associated with by himself, as he works toward full retirement. Over the past 23 years, Acme and Pacific have had a close relationship. Acme’s monitoring station has been providing the Pacific customers with their alarm monitoring service. Acme shares the same business philosophy as Pacific in that **quality, service and customer satisfaction** are first and foremost.

The purchase was official on May 17th and Pacific Protective is now part of the Acme Security Group. Mark and Marion will be working out of our office on West 6th Avenue and the same monitoring operators will be at their usual duties. The recent change will have been transparent to all concerned as the Pacific Protective customers still phone 604 876 2111 for the office and 604 873 6222 for monitoring. There will be no change in the procedures or account numbers.

*We are pleased to welcome the Pacific Protective customers to the
Acme Protective family*



Important Information...
Please take a moment to read this



**CHANGING TO VoIP PHONE SERVICE?
 DO NOT PUT YOUR SECURITY AT RISK**
CONTACT ACME BEFORE YOU DO

VOIP, (voice over Internet Protocol) is being introduced into the market place by a host of providers. The technology is very appealing in that it can save users of the service a great deal of money. Phone calls are sent over the broadband that is used for your Internet connection, eliminating the need for standard telephone lines. Just as with sending an email, for phone calls there is no extra charge for long distance. The long distance charge for standard telephone calling is no more.

Standard telephone lines that now carry your alarm system signals for monitoring operate during a power failure. Many VoIP systems are not operational during the time of a power outage. Your Alarm system has standby batteries so that it will work for an extended period of time if the normal power fails. The value of this necessary feature is useless if the VoIP system does not have similar backup and most don't.

Because you have a monitored alarm system you must check with ACME your professional security company before switching to VoIP telephone service.

Because you have a monitored alarm system you must ensure that you contact ACME before converting to VoIP. Because most alarm systems use standard telephone lines to send signals from your premises. The VoIP service that you choose must be such that it does not compromise your security signal transmissions to the monitoring station. If it is not installed properly your intrusion and fire alarm signals will not be communicated properly. Your monitoring connection will be lost. Your monitoring contract will be voided.

The Internet Service Providers at times carry out maintenance of their equipment and service. When a system is down, and most of us have experienced a down time where we were unable to connect to the Internet it has been an inconvenience that was not critical. However, if your security is compromised it could result in a tragic loss of life or property. You must be assured of an always-on connection for your security system. A part-time system does not cut it for security. It would be equivalent to a skydiver having a parachute that opened sometimes! And that is just not acceptable.

Because most alarm systems use standard telephone lines to send signals from your premises the VoIP service you choose must be installed so that it does not compromise your security signal transmissions.

Your peace of mind depends on reliability. It is absolutely essential. Don't compromise your security, call ACME before you switch to VoIP. We will be pleased to assist you in maintaining your high level of service.

In the next column there are other points that must be considered when choosing to convert to VoIP service. **Please read carefully to prevent future problems.**

The introduction of VoIP is in its early stages and there is little or no regulation by CRTC as there is with our traditional telephone service providers, such as Telus, Bell and the other major telephone companies that we have all dealt with for years. Each company offering a broadband telephone service seem to be setting their own standard of installation. To avoid compromise of your security system the installations must be done in a specific way.

WIN FREE GAS

"It's a gas" email Contest

Email your entry to our contest address

freegas@acmesecuritygroup.com

Include in your email; your name, address and account number and you will be automatically entered into our contest. Every 25th email that is received, the sender will receive a \$25.00 gas voucher.

Conditions are: only 1 entry per account (more than 1 entry will disqualify you from the contest)

Emails must be received by July 31/06.

SUMMER VACATION

Are all the contact numbers current for your property respondents? Don't forget to update your information before you start your out of town vacation. Remember - Alarm Runner services are available to you. For inquiries or to subscribe to this service, contact our customer care department at 604 731 8204

IS IT TIME

to reassess your protection levels ???

Crime is increasing significantly and there may be a greater risk to your premises than there was when your security system was originally installed. Call our office and ask for our Technical Sales and Customer Care Department to arrange your No Charge security RE-EVALUATION.



DO YOU HAVE MONITORED SMOKE or HEAT DETECTORS INSTALLED? *You should!*

A monitored smoke or heat detector can make the difference between saving a life and property,... ***or not!***

In a fire every minute is critical. Fast intervention by our monitoring station by dispatching the fire trucks will make a difference.

You protect the things you cherish most from unwanted intrusion,... ***fire is worse!***

Don't wait, call us for a quote.

If you have battery operated smoke detectors BE SURE to change your batteries at least once a year.

