

# ADVISOR

2007  
June - August  
SUMMER EDITION

Newsletter

## 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

**604-738-0140** FAX NUMBER

email: [mailbox@acmeprotective.com](mailto:mailbox@acmeprotective.com)

website: [www.acmeprotective.com](http://www.acmeprotective.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**

## A true story... of an amazing Break and Enter arrest with ACME'S "state of the art security"

Last fall we upgraded the security at Menzies Metals, an Industrial complex in Surrey, to combat an increasing crime wave at the premises. We installed and integrated additional outdoor beams and Camera Video Surveillance into their overall security package. On December 17<sup>th</sup>, 2006 at 4:00AM ~ our monitoring station began receiving multiple alarms from the premises. Our operator immediately responded and also called Mr. Menzies on his cell phone at which time he advised us he was on vacation in Hawaii. Mr. Menzies then informed our operator that he had his laptop with him and he would access his premises Video system remotely to view the site. As our operator was giving Mr. Menzies the exact location of the alarms being received, he was able to zero in on the specific outdoor beam location and saw the intruders. Our operator patched Mr. Menzies together with the Surrey Police and he was able to guide them to the exact location of the crime in process. Mr. Menzies watched in amazement, from his Hawaiian vacation retreat, as the police were able to capture and arrest the perpetrators.

The police have reason to believe that these specific thieves were responsible for much of the "scrap metal" thefts in the East Surrey and Langley areas.



**A job very well done!**

Permission has been granted to release the information as stated above.

## NOT ONLY RESIDENTIAL, NOT ONLY COMMERCIAL NOT ONLY ALARMS !

Did you know that Intrusion Alarms and Monitoring are only a part of the products and services provided by ACME?

As Professional Security experts we supply and install

**Closed Circuit Camera Systems (CCTV)**

**Access Control Systems**

**Medical Alert Systems**

**Environmental Sensors – High/Low Temperature and Water Levels**

**Smoke, Heat and Carbon Monoxide Sensors**

**ULC Fire Alarm Monitoring**

LET ACME BE YOUR FULL SERVICE SECURITY PROVIDER

Don't forget to update your property respondent list before you head out of town on vacation. Call Erin at 604 732 - 3515 or email to [mailto@apssecurity.ca](mailto:mailto@apssecurity.ca)

## **ARE YOU MOVING Your home or business ?**

Please contact our office before you list your home or business for sale or lease.

**Our Customer Care staff** will review your account, monitoring contract status and provide you with expert assistance and options to ensure your current and future security needs are met. Remember...

- Your installed alarm system is a chattel; it forms part of your home/business
- *Unless specified for removal in the sales/lease agreement, the alarm system must remain in the premises.*
- By advising us in advance that you may be moving, we can review the status of your monitoring or lease agreement. You may have a period of time remaining on your alarm monitoring contract that will need to be fulfilled or we may need to arrange for the removal of Acme owned equipment. It is in your own best interest to confirm your current terms and decide on your options before accepting your legal offer for sale or lease document.
- *ALL our contracts are fully transferable, the easiest and most common way is to have the new owner/lessee assume your commitment and take over the monitoring by making it a condition of the sale/lease. Having an existing monitored alarm is considered an enhancement and is a good selling feature.*
- Naturally, you can take ACME with you to your new premises. Your existing monitoring contract and/or prepaid balance in your account can be transferred to your new premises. We would be pleased to provide you with an estimate for the installation of a new system. If an alarm is existing, our technical representatives can advise you on its condition and arrange for our monitoring service. We can monitor almost any alarm system, even if installed by others.
- *Remember – before you accept an offer to purchase/lease at your new location, make sure you are aware of any alarm conditions that may restrict you. With ACME as your first choice for alarm monitoring and service, you will need to consider these options before assuming a contract with any other company.*
- **DON'T FORGET ABOUT OUR GREAT \$75.00\* BONUS** ~ sign a new ACME monitoring agreement at your new premises and we will provide you with a **\$75.00\*** credit on your account. Encourage the new owners to sign up with Acme and you will also receive a **\$75.00\*** bonus.

\*certain conditions do apply – Please contact our Customer Care Department for further details.

**SUMMER \$89.00** (includes GST)

### **BATTERY SPECIAL**

Your alarm system should be serviced regularly to ensure its integrity and optimum working condition. Panel Batteries are an integral part of the working operation of your system. A Battery that is in poor condition is one of the major causes of alarm system failure and false alarms.

Due to an overwhelming response to our last Battery Special, we are continuing to offer this great rate, but only for a limited time! Take advantage of the terrific savings on **A PANEL BATTERY REPLACEMENT AND SYSTEM INSPECTION**

Should the service inspection indicate that additional or replacement parts are necessary to make your system fully operational, you will receive an additional 20% discount on those parts.

**Call our service department now to book your Summer Battery Special.**

Due to the high demand for this service, we will do our utmost to schedule your battery special in a timely manner.

### **IMPORTANT QUESTIONS**

#### **Have you ???**

- Cancelled a phone line to save costs,
- Had major phone system enhancements or changes,
- Switched phone service providers,
- Installed ADSL.
- Changed to VoIP service,
- Or... are you considering any of the above?

#### **Don't compromise your security!**

**HAVE** you contacted our service department to ensure your alarm system monitoring has not or will not be negatively impacted? As your alarm system transmits signals to our monitoring station via your phone line, it is absolutely essential to have an ACME professional test your system!

### **BUNDLE YOUR HOME AND BUSINESS' ALARMS WITH ACME and SAVE \$\$**

You know the peace of mind you have with your ACME monitored alarm. Why not let us provide you with the same great service for all your locations that require security. Call our Sales or Customer Care Department at 604 731-8204 to inquire about the many advantages of bundling your security services with ACME.

*Congratulations to the winners who submitted their entries from our last ADVISOR contests*

*G. Taylor – Vancouver*

*T. Davies – Sechelt*

*R. Eng – Vancouver*

*RCF (c/o Janet) - Richmond*

**Our thanks to all who participated!**