

# SECURITY SMART GUIDE

## Home & Business

ALARM  
ENGINEERING

The Other Guys

Has this company showed a local commitment to customers for more than 30 years?	YES	
Is this company licensed, bonded and insured?	YES	
Is this company an expert in all areas of security and life safety technology?	YES	
Does this company check each employee's background before hiring?	YES	
Will these installation professionals respect my home by being neat and clean?	YES	
Is this the largest independently operated local full service company in the area?	YES	
Is this company licensed in my county and state? Will they obtain the required permits?	YES	
Does this company make sure that a person who can help answers the phone 24/7?	YES	
Does this company commit to prompt and courteous service on every call? <i>Try us at 410-546-2210 anytime.</i>	YES	
Does this company have a U.L. Listed central station?	YES	
Does this company offer both wired and wireless systems?	YES	
Does this company offer dedicated cellular (wireless) systems?	YES	
If I choose a wired system, will this company conceal my alarm system wiring?	YES	
Does this company have a department dedicated to service? On call 24/7 in my area?	YES	
Does this company have a 24 hour service guarantee?	YES	
Can I control my system remotely from my smartphone, tablet or computer?	YES	
Can I control and monitor cameras, lights, locks, thermostats, garage door and doorbell from my smartphone?	YES	
Can this system save me money on my energy bill?	YES	
Do I own the equipment installed in my home or business? (NOT a leased system)	YES	
Does this company offer equipment from technology leaders?   	YES	
Does this company prioritize existing customers with programs like Loyalty Rewards?	YES	
Does this company offer me a \$50 credit for each new customer referral?	YES	
Have I read testimonials showing me this company treats customers like neighbors, not numbers?	YES	
Is each and every customer survey read by the management team?	YES	
Is lifetime sign and decal replacement included at no extra charge? Does my sign display my address?	YES	
Do I receive a Certificate of Installation to provide to my insurance agent for discounts?	YES	
Are quoted prices of monitoring and service guaranteed?	YES	
Does the service protection plan include parts, labor, trip charges and batteries?	YES	
Does this company service police and fire departments, banks, jewelry stores & cable companies who now offer security?	YES	
Does this company have a reputation for outstanding customer service I can read on Google & independent review sites?	YES	
Is this company consistently voted best Home Security Provider?	YES	
Does this company increase my monitoring if I include fire protection for my home?	NO	
Is this company a "dealer" who will sell my account to another company?	NO	
Are subcontractors used at any stage of my security or fire system installation?	NEVER	
Have I felt pressured to purchase my system today, right now?	NO	

Your Security System is only as Good as the *People Installing It.*  
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