



Providing excellent service by interacting and pinpointing the needs of our customers & expediting the process so our customers can have resolution and get back to their own schedules.

We welcome you to the first issue of our quarterly newsletter. You will find that it is filled with educational information, helpful tips and tricks to better understand your alarm system, such as how it works, how to maintain it, who to call and when to call. It is our hope that this newsletter and ones to come can answer some confusing and unexplained questions you may have in regards to your fire and/or security alarm systems.

### What is in a Name?

We would like to remind all of our clients that we are, **Foothill Fire & Wire, Inc.** There may be other companies that have similar names to ours, but we are the one and only Foothill Fire & Wire and we are known by no other name.

This becomes very important when insuring you are calling the correct place to request service, testing or even something as simple as sending out your quarterly payment.

We take pride in the promptness of our service team and the excellent service our office provides. We want to ensure that each and every interaction you have with our company surpasses all others. Ensuring you are contacting the correct company can help us ensure that you are always receiving excellent service.

Please also be aware, our mailing address is in Rocklin, any other location, would not be our company.

If it sounds very similar to our name, even if it contains the word "Foothill," but is not exact, it is still not us.

### Who do You Call?

We know that you all work with countless vendors which can make it difficult knowing who to call. We want to make it easy for you when it comes to your alarm as well as your fire sprinklers.

As a fire alarm company we specifically work and test the alarm itself. Think of us as the electrical part of your system. Not to be confused with your electrician. We work on low voltage equipment.

As you know water and electricity are very different, same goes with the fire alarm system and the fire sprinklers.

A request with your actual alarm? That is when you would call us. If your request has to do with the actual water from the fire sprinklers you would want to contact your fire sprinkler contractor.

I'm sure you may have guessed, fire extinguishers would fall under the water request as well and you would want to contact your fire sprinkler company to see if they can help you with your extinguishers.

So, how do you find out who your fire sprinkler company is?

The easiest way is to look at your fire sprinkler riser (aka, the large pipe that brings sprinkler water into the building). On the pipe there should be a sticker stating who serviced the sprinklers and the date of their last inspection.

Still do not know who to call for your fire sprinklers?

We have been working closely with California Fire & Safety for the past few years. They have been an excellent partner, taking the utmost care of our clients. They can even help you with your fire extinguisher needs. You can reach them by calling (916)560-8055.

# FALL 2017

Visit our website at:  
[www.foothillfireandwire.com](http://www.foothillfireandwire.com)

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### What is in a Name?

Not to be confused with any other company, we are the one and only Foothill Fire & Wire, Inc.

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### Who do you call?

Fire alarms, Fire Sprinklers, Fire Extinguishers. There is a difference, find out who to call.

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### Testing, Again???

Learn more about the difference between NFPA 72 & NFPA 25 inspections, the inspection process, how often you should anticipate an inspection and where to find your completed certificate.

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## Testing, Again???

When we arrive for fire alarm testing we always get asked, "Didn't we just have this done a few months ago?"

Reality is, it may have been around 6-12 months prior that we were testing your fire alarm system. Could someone have just been there to test your fire sprinklers? Yes, they are different inspections.

When we test, we only test the fire alarm system. This is known as the NFPA 72 fire alarm inspection. Sprinkler inspections, the NFPA 25, backflow testing and extinguisher inspections would be done by your fire sprinkler contractor. (See above article, "Who do You Call?") You would also need to contact your fire sprinkler contractor to see how often your sprinklers or extinguishers must be tested.

So, let's review how often you should expect us to inspect your fire alarm system.

The first question you need to ask yourself when determining how often we inspect is:

**Does your property have fire sprinklers?** If the answer to this question is, "Yes" you will want to plan on us being there to test twice a year.

**If your property does not have fire sprinklers, does it have an audible fire alarm?** If the answer to this question is, "Yes" then we will only arrive once per year for testing.

**No fire alarm or fire sprinklers?** We will not be on-site regularly to test.

One thing that you will want to remember, we may be activating the notification devices such as the bells, horns and fire strobes during the inspection, especially during the larger annual inspection (typically later in the year). Please ensure all occupants are aware of the inspection and do not call the fire department or tamper with the fire alarm equipment.

If your property is an apartment complex, please note that our inspections do not require access to any of the apartment units.

Once an inspection is complete, our inspector will always leave a copy of the inspection in the fire control panel. When needing a copy of the fire alarm inspection, please always look in that location first.

**How about charges for this service?** At Foothill Fire & Wire, we do not believe in any surprise charges. These inspections, once or twice a year are already included in your



monthly monitoring rate and there is no additional charge for this service.

## Making Things Easier for You!

You may have noticed a few months ago our emailed invoices look a bit different.

**YES! We have added a new online payment option.**

**YES! It is FREE!!!**

Next time you receive your emailed invoice from us, take a look at the actual email. There is now a link that allows you to pay your invoice online.

So far, the feedback we have received from clients is that it is very user friendly and makes paying invoices much easier and cost effective for our clients.

Your next invoice from us, we invite you to check it out!

## 2018 Rate Increase

As of January 2018 some clients may notice an approximate 5% rate increase in their monthly monitoring. You may be affected by this increase if you:

- Have not received a rate increase in 2 years.
- In 2017, have fulfilled the terms of your agreement.

Our office will be happy to let you know if your specific account(s) are among the others receiving a rate increase. Please email our office at: [Office@FoothillFireAndWire.com](mailto:Office@FoothillFireAndWire.com) if you would like to inquire about your 2018 monitoring rate.



## Making Things Easier for You!

Check out our new FREE online payment option.

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## 2018 Rate Increase

Please be mindful of our 2018 rate increases.

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## Emma's Corner:

Smoke detectors in "Trouble" status. Try blowing them out by spraying compressed air in them to remove any dust particles.

**Emma Titus, Company Mascot**