



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.

# WINTER 2018

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

## IN THIS ISSUE:

We hope you enjoyed our first newsletter. We received tons of feedback and the consensus was you loved what we had to say. We will do our best to keep our newsletters relevant to what our customers are wanting to learn. Don't forget to email us regarding topics you would like us to cover. We are listening!

### Keeping it Local

Choosing a locally owned and operated company can make an enormous difference in your experience with your monitoring company.

From our office staff to our technicians, we love building a one on one personal relationship with each and every customer we come in contact with.

Doing business with a local company allows us to respond to emergency alarm situations with same day response to get your business back on track. We always have a technician on call. This means that 24 hours a day, 7 days a week you can always talk to one of our highly trained technicians. Chances are, the technician you are talking to in the middle of the night is one of the friendly faces you have come to know over the years, Chuck, Josh, Mat, Drew or Preston.

The comfort of knowing that you will not get lost in the hustle and bustle of everyday business can be a huge relief to many. To larger nationwide companies your account may be 1 of millions however to us, you are 1 in a million and we greatly appreciate your business!

### NAC Trouble?

To understand what NAC trouble is, the first thing to understand is what a "NAC" is. NAC stands for Notification Appliance Circuit.

A notification appliance refers to the devices that notify occupants that there is a fire. These devices may be bells, horns, strobes or horn / strobes. They can be found on the walls or ceilings. (See ceiling mounted example photo to the right under "NAC Trouble?")

The notification devices are strung together like a chain by an electrical wire making it a circuit.

When there is a break in the circuit, this causes a trouble signal which causes the fire alarm panel to beep and the entire notification circuit to malfunction.

Breaks in the circuit can be caused by numerous factors:

1. Someone tampers with or removes a notification appliance (very common in apartment buildings).
2. A wire may have come loose from the actual device.
3. A rodent / pest that may have chewed through the wiring.

More often than not when faced with a NAC Trouble it is typically due to the first cause listed, tampering with the device. The first course of action to remedy this situation is to inspect all notification appliances to see if they are connected and connected correctly. Many of our properties like to take it upon themselves to try and determine the cause of the NAC Trouble. Doing this will save your property money by not having us come out to complete this inspection.

If your maintenance person cannot find the issue or you would like us to come out to complete this inspection for a NAC trouble,



### Keeping it Local

Explains the benefits of staying with a local company and how we differ from the nationwide companies.

Page 1



### NAC Trouble?

What is NAC trouble and what to do about it?

Page 1-2



### Know Where to Call

Learn where to call for your specific request

Page 2

please call our office during business hours and we can coordinate with our service department to schedule a service call to determine the cause of the NAC Trouble.

## Know Where to Call

We want to simplify this process of where to call by giving you all of the pertinent information.

Please note our office hours are Monday through Friday 8am until 4:30pm. However, our monitoring center is open 24 hours a day, 7 days a week. It is important to understand that the office and monitoring center are 2 separate locations and have a completely separate staff. You can reach both locations by calling (916) 774-9473 and dialing the correct extension.

**The monitoring center (extension 105)** is where you go when you need to cancel a false alarm, put your system on test or inquire about signals that may have come through on your account.

**Our office (extension 103)** is your go to if you need to request service or have a billing question. **When requesting service, please make sure that you are speaking to our office and not our monitoring center.**

Updating emergency contacts or changing an alarm code will always need to be submitted in writing. Please visit our website at [www.foothillfireandwire.com](http://www.foothillfireandwire.com) to download our, "Update of Emergency Contacts and Billing" form and email the completed form to our office. Any changes submitted after 1pm may be entered next business day.

## What does your monthly monitoring fee cover?

You may wonder what exactly you are paying for each quarter when you receive a quarterly invoice from us.

24-hours a day, we have operators at our monitoring center waiting to respond if an alarm comes through on your alarm system. The majority of your alarm monitoring rate goes towards covering this expense.

Secondly, fire alarms send in signals to our monitoring center once a day to ensure it is communicating and working properly. If this signal is not received, you are notified by one of our operators at the monitoring center.

Fire alarm monthly monitoring rate also includes the Semi-Annual and/or the Annual NFPA 72 fire alarm inspections (details on the inspections are covered in Fall 2017 newsletter – see our website). We include

this inspection in the monthly monitoring as we believe in no surprises when it comes to billing.

Your monthly monitoring rate covers most items except:

Service or repairs to your alarm. Nor does it include delivery of equipment. Whenever requesting service, unless under warranty, we will invoice a service call for services provided and equipment if necessary.

-We do warranty new equipment for 2 years with a 2 year signed monitoring agreement with us. However, this warranty covers manufacturer defect or installation issues. If equipment has been tampered with causing a service call, this would not be covered under warranty.

If you have questions about equipment being covered under warranty, do not hesitate to contact our office and we will be happy to look further into your account details.

## Why Monitor?

Per NFPA, the 2016 U.S. fire loss clock, a fire department responded to a fire every 24 seconds. One structure fire was reported every 66 seconds.

- One home structure fire was reported every 90 seconds.
- One civilian fire injury was reported every 34 minutes.
- One civilian fire death occurred every 2 hours and 35 minutes.
- For commercial properties, fire alarm monitoring is required per the California Fire Code and NFPA standards.

903.4 Sprinkler system monitoring and alarm:

All valves controlling the water supply for automatic sprinkler systems, pumps, tanks, water levels, critical air pressures and water flow switches on all sprinkler systems shall be electrically supervised.

903.4.1 Signals:

Alarm, supervisory and trouble signals shall be distinctly different and shall be automatically transmitted to an approved central station as defined in NFPA 72 or, when approved by the fire code official, shall sound an audible signal at a constantly attended location.



## What does your monthly monitoring rate cover?

Learn exactly what your monthly monitoring rate covers and does not cover.

Page 2



## Why Monitor?

See 2016 fire incident statistics and why your property must be monitored.

Page 2



## 2018 Rate Increase

Reminder: Please be mindful of our rate increase beginning January 2018.

### Emma's Corner:

Set off your security alarm recently? To clear memory, key in:

4-digit code  
+ Off  
(Twice)



**Emma Titus, Company Mascot**