



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 hope you have enjoyed our previous newsletters. 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!

Want free alarm monitoring?

Did you know we offer a customer referral program? Yes! It's True! We do!

Refer someone to monitor their fire or security alarm with us and we will give you (1) month's monitoring on (1) account for free. Even better, there is no maximum number of referrals per year that you can claim. This means, you could potentially get your entire year of alarm monitoring for free.

So what's the fine print you ask? There are only 2 requirements:

1. The new property must mention your property name when calling to discuss us taking over the monitoring.
2. A minimum 1-year alarm monitoring agreement must be signed.

So get out there and start referring Foothill Fire & Wire today!

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)547-0279.

Security Alarm Codes

To keep your property best protected we have a few recommendations.

You should never have 1234 listed as an alarm code to activate or deactivate your alarm.

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Visit our website at:
www.foothillfireandwire.com

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Want free alarm monitoring?

Did you know we offer a referral program? Yes, we do! Learn more...

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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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Security Alarm Codes

To keep your property best protected, learn what we recommend as it pertains to your security alarm.

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There was a study that showed the code 1234 was the most popular code, by far. In fact, it accounted for over 10% of the 3.4 million codes that were analyzed.

That means without knowing anything about their target, a thief could try the code 1234 on 100 homes and get into 10 to 11 of them—without the security system even going off!

For commercial properties, we recommend that each user have their own alarm code. By doing this, it allows for less code changes for your entire staff when there is staff turnover. It will also minimize the amount of false alarms due to employees forgetting about constant code changes.

Just as a reminder, most of the time we can do alarm code changes remotely. Please make sure to submit these changes in writing via email. Please include your account number(s), code number to be added or deleted as well as the person's name that will be using the alarm code. All changes received after 1 pm may be changed on the next business day.

Fire Sprinklers - Be Proactive

To keep your property best protected we have a few recommendations.

The first way to avoid sprinkler repairs is probably one of the largest reasons properties fail their NFPA 25 inspection, painted sprinkler heads.

Per 2014 NFPA 25 5.2.1.1.2 Any sprinkler that shows signs of any of the following shall be replaced:

(6) Painting unless painted by the sprinkler manufacturer

When painting any area that contains fire sprinkler heads please ensure that when painting is done around the sprinkler head that paint does not get on the actual sprinkler head. Paint on the fire sprinkler will automatically cause a fail for that particular sprinkler head.

The second most common reason for sprinkler inspection fails is a missing escutcheon.

The escutcheon is the outer metal ring that surrounds or covers the fire sprinkler. See the photo to the right clearly showing the fire sprinkler escutcheon.

2014 NFPA 25 5.2.1.1.6 Escutcheons and coverplates for recessed, flush, and

concealed sprinklers shall be replaced if found missing during the inspection.

Security Alarm Permits

Alarm permits were introduced as a way to reduce the number of false alarms and the unnecessary distraction and expense they cause police and fire departments.

Alarm permits are granted on either a one-time basis or subject to a yearly renewal. Keep in mind, that the noise from an unmonitored security alarm may bring police response. If it turns out to be a false alarm, you may face a larger fine if you do not have an alarm permit.

It is the property owner's or account holder's responsibility to verify if your local jurisdiction requires an alarm permit. It is also that person's responsibility to ensure that the permit is filed, paid for and up to date at all times.

For your convenience we have added many security alarm permit forms to our website. To access these forms please visit the link below and scroll to the bottom:

<http://www.foothillfireandwire.com/forms.html>



Testing Repairs Performed by Our Inspector

If minor repairs are required to pass the NFPA 72 annual / semi-annual fire alarm inspection, repairs may be completed by our fire alarm inspector during testing for a nominal fee contingent upon stock availability. We stock our vans with the majority of common products.

If repairs are able to be completed by our inspectors at the time of inspection typically no service or labor charges apply, however this is not a guarantee. We may need to return for completion and service call charges will occur.

For more involved repairs, we will create and send a repair proposal. Once repairs are complete the passing certificate will be issued.



Fire System Repairs

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Fire Sprinklers - Be Proactive

Be proactive with your fire sprinklers and learn easy tips to help you pass your next inspection.

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Security Alarm Permits

Find out why security alarm permits are required and where to find them.

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Emma's Corner:
 New Year – This would be a great time to update any changes to your call lists. See our website for the emergency contact form.
Emma Titus, Company Mascot

