

A publication for the valued customers of all our outstanding brands.

Alarming News



Eliminating 3G Cellular Service Mandates an Upgrade for Some Panels

Special pricing now available for newer technology

The new year has arrived and has a change that requires an update to some customers' security systems. As you know, we strive to remain at the forefront of security technology in order to provide the best and most reliable equipment.



We have been informed that cellular providers are in the process of discontinuing 3G service. If you have an older panel that uses a 3G radio to communicate, we need to schedule an appointment to upgrade your equipment to keep your signal reliable and your system dependable.

While upgrading these older systems is mandated by changes in the telecommunications industry, updating your cellular radio will not adversely affect any of your current devices. It will ensure reliable performance of smart devices you may add in the future—thermostats, lights, locks, garage doors controllers, and small appliance modules. The added benefit is that you can conveniently access and control your system, and all devices using your smartphone, tablet or computer.

To schedule the service or if you have any questions about your need for an upgrade, please call your local branch. We'll make it easy and affordable. Mention this article when you call to learn about all the special options and pricing available.

Call 1-888-349-3455 for customer service,
and remember to test your system monthly!

PRESIDENT'S MESSAGE

COVID-19 Preparation and Response



Fire Protection Service Corporation and its companies (Mountain Alarm, Kenco Security, Link Interactive, and CopperState Fire Protection) are continuing to closely monitor the impacts of COVID-19 in each of our local markets throughout the United States. We are aggressively taking steps to ensure the health and safety of our employees, customers, and the communities in which we serve.

Thanks to the advancement of technology over the past few years, we have taken many measures to prepare our staff for the potential need to work remotely due to natural disasters, family emergencies, government regulations, or other mandated office shutdowns. This past week we have been able to successfully practice these measures. At this time, our branch offices will remain open to support you. Each of our local General Managers are closely monitoring the guidance of their local government and health officials and are responding accordingly.

Please be assured that customer service and alarm operators will continue to answer your calls as well as receive and respond to alarm events. In addition, our team of over 135 technicians are available and will continue to assist in installing and servicing your life safety systems. In the event that quarantine restrictions are put in place in a local market, we will have our technicians work remotely. They will have the ability to provide assistance including troubleshooting and resolving issues via phone and other technological solutions.

Thank you again for trusting us with your life-safety concerns. We remain committed to fulfilling the promise we made to you when you became one of our loyal customers. As always, please reach out to our teams with any questions you may have.

Sincerely,

Eric Garner, CEO & President

Contact Us for All of Your Yearly Fire Test & Inspections

Call on our Fire team for all your 2020 tests and inspections.



repair authorizations, and references to NFPA codes and standards.

Contact your local branch to learn about their availability for testing and maintenance of fire alarm systems, fire sprinkler systems, fire pumps, fire extinguishers, and backflow preventers.

We provide inspections with barcode scanning and keep a five-year archive of reports for easy documentation.

Through our partnership with Building Reports®, you can easily view reports online, as well as

Our expert inspectors pride themselves in providing superior service and to keeping you in compliance with your systems operating flawlessly.

Kenco Security and Technology Name to Transition to Mountain Alarm Fire & Security

Kenco Security and Technology was purchased in 2014 by Fire Protection Service Corporation, a family owned and operated company since 1952 that does business as Mountain Alarm Fire & Security.



Kenco has been Montana's leading provider of fire, security, and life-safety solutions since 1973. We're proud that the Kenco management, staff and customers are part of the Mountain Alarm family.

To streamline operations and provide a cohesive brand and service experience to all of our customers, management recently determined that the Kenco name would slowly transition to Mountain Alarm.

Our Kenco customers have already begun to see invoices, contracts, and other company communications bearing both the Kenco and

Mountain Alarm logos.

We want to assure you that while the name will

change, you will continue to receive the same exceptional service that you've come to expect from Kenco. As they have since the merger in 2014, our Montana teams will remain the same local professionals you've worked with over the years. Only the name will change.

Please be patient with us during the transition, and feel free to contact us with any questions or concerns.

Stay with the Name You Trust for the Latest Tech and Best Service



Each year, Spring weather brings an increase in competitors who target our customers in an attempt to take over their systems. These include cable TV carriers, large national companies, and door-to-door solicitors.

In the past, some of these "door-knockers" have fraudulently represented themselves as our employees, or they make false claims about our company and our capabilities. They may also offer free equipment to switch, but the cost of their monitoring and length of contract will cost much more over time. Save money by simply upgrading your current system.

We offer the latest equipment and smart home technology at a better value. By upgrading to our interactive services, you can control your home's energy use, lighting, locks, garage doors, small appliances and more from any web-enabled device.

Plus, no one offers the level of security, customer service, reliability, and local expertise we provide.

Please call our local branch if you're targeted by another security provider. We'll give you an honest comparison to the many affordable options we offer. We value your business and want to help you make the best decision for your safety and security.



Mountain Alarm continues to grow as we recently merged with ASG Integrated Services in the Denver area. Dave McElwain, the previous owner of ASG, has decided to step back from running the company. We are excited to announce that he has entrusted

us to serve you. We're also pleased that Dave has chosen to stay on with Mountain Alarm in a sales role, so you will be seeing and visiting with him in the future.

ASG customers may continue to call the same number 24/7, (303) 922-2844, for sales, service, central station and customer service. To cancel an alarm or put your system on test, you can call the central station directly at (877) 206-9141. Mountain Alarm uses the same 5-diamond central station that ASG had been using, so there will be no change in monitoring. However, the business will operate from Mountain Alarm's Lakewood office at 7276 W. Mansfield Avenue.

