



TRITON SECURITY
 A Secureacom Inc. Company
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 Service: 403.207.7827
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Frequently Asked Questions (FAQ)

www.securedbytriton.com

BIGGEST Differences Between TRITON Security and the OPPOSITION?

- ✓ Exclusive Dual Monitoring (Phone & Wireless Monitoring or Primary Wireless Monitoring – No Phone Lines Necessary)
- ✓ Our Exclusive Radio Network “POSEIDEN” System (also known as Stealthlink)
- ✓ ULC Listed Monitoring Station. Professionally Monitoring YOUR Property 24/7/365
- ✓ LOCALLY OWNED & OPERATED



Where Is TRITON Security (A Secureacom Inc. Company) Based?

- ✓ Owned and Operated in Calgary, Alberta, Canada. Serving Clients since 2000. Legal Company Name: Secureacom Inc.

What If You Move?

- ✓ No Problem! TRITON will relocate the alarm system locally at no service charge*. **Must be a client of TRITON Security for more than 12 months to receive free relocation***. TRITON will only install what is part of the original alarm system. Additional equipment and services fees will be extra. Common the first (1) hour is covered under Triton.

Battery Back-Up System...

- ✓ **Lithium** charged. Battery life should last 3 to 5+ years. The system will communicate with the client if the batteries are running low.

Warranty?

- ✓ LIFETIME Warranty on all equipment installed by Triton Security. As well as, a 30-day warranty on all service calls. Warranty Cards provided. After 30-day warranty all service appointments and system upgrades will result in a technician labor fee (Labor break-down is present on Service Order Form).

Estimated Procedure IF the Alarm is Activated?

1. The system will give a minimum of 30 seconds (or more) delay to shut down the system
2. A call will be given to the protected property (Provide YOUR One Word Password – i.e.: “BugsBunny”)
3. Calls will be placed to clients Cell, Work, or another phone # (Customizing your call procedure)
4. KEYHOLDERS will be contacted for assistance if primary client is unavailable and responding units need further assistance.
5. Dispatch POLICE / Calgary K9 Guard Service (Goal response time is 5-15 minutes depending on traffic and/or weather?)
 - ✓ NOTE: You may also customize your call response. Ask for details.

FALSE Alarms? -- False Alarm Protection Plans are Available...Please ask would best suit you?

Clients of TRITON will ONLY be charged a false alarm if the following occurs:

1. A police office/K9-Guard Member has been dispatched to the home/business
2. The police/guard see NO POINT OF ENTRY, NO VANDALISM, and the SYSTEM IS WORKING CORRECTLY
3. A FALSE ALARM will be charged to the client (*GUARD \$75+GST Max, POLICE Min \$95 & UP, R.C.M.P. will not charge for false alarms, at this point. This may change without notice*) - NO FREE False Alarms. Processing fees may apply.

Installation?

- ✓ Will commence upon clients request after initial agreement (work order) is signed. Faster installation? Requests can be made through your Security Consultant.

How Does the Billing Work?

- ✓ Monthly equipment and service fees will be applied on a monthly basis under agreement standards. You can choose from YOUR personal Visa, MasterCard, and/or Personal Chequing Account (Void Cheque) for monthly withdrawals.

Insurance Discounts?

- ✓ YES! It varies between Insurance companies, but we usually find a 10 to 20% rate reduction is the common. Installation of monitored smoke detectors or FIRE KITS may find additional insurance reductions. Ensure your system is frequently tested (5-10 times per year)

Tell-A-Pal

- ✓ Every time an existing member recommends a NEW client to TRITON Security the existing member will receive a variety of gifts such as mp3 players, security cameras, free monitoring, etc.



TECH SUPPORT

FREE...If you feel you have any questions related to YOUR alarm system feel free to contact our Tech Support Hot Line for further assistance 1-403-207-7827 (9:00am to 10:00pm – Mon-Fri) or visit us at www.securedbytriton.com or email us at tritondata@telus.net.

MEDIC-WATCH

- ✓ Now YOU and YOUR family can experience the freedom and security that only TRITON Security Medic-Watch can provide. Just a simple press of the button is all it takes to alert the proper emergency personnel – immediately! Wireless Monitoring is available.



**Some Conditions and Service Fees May Apply*

