

Bonuses

Signs & Stickers

Having a visual deterrent has proven to reduce crime and lesson the chances of being a target, which is why every new Client receives at least 1 highly-visible sign and 4 stickers to be placed around your location. If you need additional signage, just call us and we will deliver them to you.

Signal Verification

To verify the connection pathway is working properly, your alarm system is automatically programmed to send our Central Station a timer test signal each week. If our Operator does not receive the signal, we will notify you so we can verify connection is re-established. The 'industry standard' is a monthly timer test...or no test at all.

'Smash & Grab' Protection

This important feature is called Advanced Protection Logic (APL) and is activated on each ProSeries system so we are notified if the touchscreen controller is tampered with in any way. This enhanced feature is standard with every First Response user to provide ultimate Client satisfaction.

Communication & Convenience

Anytime you have a question you can call us 24/7 and talk to one of our Operators. You can also email us or use our Live Chat feature at www.fr-inc.com. For convenience, you can also pay your bill online by going to 'Pay My Invoice' under our website Resource page.

Customer Support Services

Our Help Desk department is available from 7am-7pm Monday-Friday to assist you with any questions or concerns you are having with your system. Our commitment to support means you can also find many useful resources available by going to 'Customer Toolbox' under our website (www.fr-inc.com) Resource Page where you will find video tutorials on many 'How To' questions along with alarm user guides.

Non-Proprietary Equipment

One *trick* in the alarm industry is to use proprietary equipment, making it costly for you to switch providers since your equipment will need to be fully replaced. We never want you to feel 'locked' into using us, so we use non-proprietary equipment that most professional alarm companies can takeover in the future.

Relocation Discount

If you ever move to a new home (even if you are still within your initial term) we will provide a 10% discount on the installation at your new home.

Guarantees

1 Year Warranty

We stand behind our craftsmanship with a full 1 year parts and labor hassle-free warranty. If there is ever a software or hardware issue, we will solve it within the first year free of charge.

Service Call Guarantee

When your system needs repair, it's urgent! Our internal Technical Support team is available 7am-7pm Monday-Friday for immediate troubleshooting. If we need to dispatch a Service Technician to your location, our commitment is, to be onsite within 48 hours.

Post Break-In Visit

Even with the best protection, sometimes a break-in can still occur. Regardless of the situation, if you ever have a break-in at your location we will send a Technician out within 24 hours, with the first hour free of charge, to ensure the alarm system is in full working order. Our Technician can also discuss any possible security enhancements during the visit.

Performance Guarantee

We stand behind our products and service with a \$2,500 guarantee for the life of the alarm system. If a break-in occurs and First Response is found liable and/or grossly negligent in our performance which directly causes loss or damage to your property, we will provide you up to \$2,500 to cover the loss (check our official agreement for terms and conditions).

Satisfaction Guarantee

We never want you to feel 'locked' into a contract, so if issues arise to the point we are unable to solve...simply ask to cancel service early and we will review your account to release you with no penalty. This is why we have Clients who have been with us over 25 years! Bottom Line: If you're not happy, we're not happy.

10% Charity Guarantee

One of our Core Values at First Response is Stewardship - we believe in giving back to our community as well as under-privileged areas across the world. We diligently donate 10% of our profit to charities and non-profit organizations each year, so thank you for your contribution toward this important cause!

