

Frequently Asked Questions

How long does it take to install a security system?

Depending on the amount of equipment we are installing, a basic system takes around 3-4 hours. 1-2 hours on a takeover.

what is a basic system?

Master control, battery, remote keypad, 3-doors and a indoor siren.

What is a takeover?

a takeover is when you already have an alarm system and we just takeover the monitoring.

How quick can you install my system?

Alarm installs are usually 1-3 days out.

What if I am only renting my home and need a alarm and monitoring?

We have systems and rate plans available for renters.

How long are your agreements?

Most alarm monitoring agreements are from 1-3 years

How fast is alarm response time?

Our monitoring response time is less than a minute.

Do I need a land line for my alarm monitoring?

Yes, Our basic alarm rate plans do require a phone line. However, for an additional monthly charge your system can be converted to a cell radio (wireless).

Will alarm monitoring save me anything on my homeowners insurance?

Yes, the amount however depends on your insurance company. Some companies allow as much as 20% discount.

Will my alarm system let me know if a door is opened?

Yes, all security systems have a chime feature that will alert you when a door is opened even if the alarm is off.

Will my alarm system be compatible with other alarm companies if I want to change companies?

Our primary equipment is Honeywell , The number one rated systems on the market today. So the answer is yes, any alarm company can takeover our equipment.

Do you lock out your systems?

Yes, we do. The reason is extra security, it prevents alarm technicians or anyone with programming knowledge from being able to penetrate your system without your permission. We will unlock your panel on request if the equipment belongs to you or your lease/purchase obligation has been met.

Is your company licensed?

Yes, we are fully licensed and insured to sell and monitor alarm systems.

What if I have a two story house?

We sell and service a full line of wireless equipment for houses that can't be hardwired. There is however, an additional installation charge for upgrading to wireless equipment.

Can you raise my rates?

No, not while you are under contract. After your contract has expired any alarm company can raise their rates and most do. However, in over 30 years of service we have NEVER raised a customer's rates. Our promise to you is our low rate plan for life, contract or not.

Do your contracts have a automatic renewal clause?

Yes, after your initial agreement has expired our contracts do renew in one year increments, or month to month if you prefer. We will release you from contract any time you want, if you decide you don't want our service any longer

Will I have false alarms?

Our equipment is manufactured by Honeywell and is the one of the most reliable security systems on the market. A false alarm is usually caused by poor installation or subscriber error, this means that the homeowner is usually the one who causes the false alarm. when our central station calls, you can cancel the alarm with your security pass code previously set up by you. If the trouble is unknown then you could have a problem with the installation or on older systems an equipment problem. We ask our customers to contact us in the event of a false alarm that can't be explained, we will try to determine the cause of the problem and make any necessary repairs to prevent future alarms.

Where does Alarm Products Advertise ?

We are happy to say that 90% of our business comes from word of mouth. We are the only company that we are aware of that offers life time referral credits. Until this year we only advertised in the yellow pages, Now however we have this website and advertising on one of our vehicles.

Do your alarm systems have a panic button included?

Our security systems do have features that can be enabled on the keypads for Police, Fire or Medical emergencies. However, we do not recommend that these features be used, the reason is, if you are capable of using the phone you should contact 911, you will be talking to a 911 dispatcher who can relay information directly to the emergency service responding to your location. Remote panic buttons are available as an option to your system.