



CALIFORNIA SAFETY COMPANY, INC

Newsletter March, 2019

License Information: ACO7695 & 266257/C-10 ELECTRICAL

www.californiasafety.com

Phone (530) 243-2521

PO Box 990956, Redding, CA. 96099

POWER OUTAGES

With the recent storms, power outages have been happening all over the local area. In order to work properly, your alarm system needs a source of electricity to power the control panel and all of its devices. For a short period of time, the system will go into a "back-up mode" and begin using the back-up battery to power the system. This back-up battery will not power the system indefinitely. If the power is out for an extended period of time and the battery is drained, the system will shut down completely.

When the power is restored to the control panel, the back-up battery will recharge on its own, unless it has gone too long without power or is an older battery unable to fully recharge. Typically, the battery life for a control battery is three to five years, under normal working conditions. Depending on the type of panel, the control may send the central station a "Low Battery Signal". If you receive a call regarding the low battery or if your system advises you of the low battery with a signal at the codepad, you may need to schedule a service call to change the battery. Depending on your monthly plan, charges may apply. We always have control batteries available at our office for purchase, which you can easily change yourself. We will provide instruction if needed. If you do not have a key to your control panel, we can help with that also.

FALSE ALARM REDUCTION CLASSES!

By attending a short seminar at the City of Redding Police Department, you have the opportunity to have one False Alarm removed from your account. If you are on the verge of paying a false alarm fine, this may save you from that charge.

To schedule a session or to find out more information, call the City False Alarm Reduction Coordinator at (530) 225-4228.

REFERRALS

Would you like a \$25.00 credit applied to your account?

Refer family, friends, neighbors, or business associates. If we start monitoring their alarm or install a new alarm system for them, we will apply a \$25.00 credit to your account.

TIPS TO REDUCE FALSE ALARMS

1. Teach **EVERYONE** who has a key to your residence or business how to properly arm and disarm the alarm system. This includes the housekeeper, babysitter, real estate agent, employees, etc.
2. Make sure that everyone able to access the alarm has a password on file with our office. Instruct every alarm user on what to do if there is a false alarm. (Call our office immediately **(530) 243-2521**, give their name and password, and let our dispatcher know the reason for the false alarm.) Instruct each user on how to use the alarm, and make sure they know how to turn off the alarm and reset it after every false alarm. If the alarm is tripped, instruct them not to leave the premise until after they have spoken with our dispatcher.
3. Over time, doors and windows can warp or become misaligned. Make sure all windows and doors are securely **CLOSED** and **LOCKED** before setting the alarm. If something won't secure properly, call California Safety to assist with bypassing the zone temporarily until the problem is fixed.
4. Have your alarm serviced. If we have not checked your system lately, schedule a service call for a complete system inspection. Depending on your monthly plan, we may be able to schedule a call for no additional charge. **Call our office for further information and to check on costs.**

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ACH Recurring Payment Authorization Form

With our Automatic Recurring Payment Plan, your monthly payments can be scheduled to be automatically deducted from your checking account or charged to your credit/debit card. For customers that would like this payment option, complete and sign this form to get started!

Automatic Recurring Payments Will Make Your Life Easier:

- It's convenient (saving you time and postage).
•Your payment is always on time, even if you're out of town (eliminates late charges).

Here's How Recurring Payments Work:

You authorize regularly scheduled charges to your checking account or your credit/debit. You will be charged the amount indicated below each billing period. A receipt for each payment will be emailed to you and the charge will appear on your bank or credit card statement as a "Debit" and will reference our company name.

You agree that no prior-notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 10 days prior to the payment being collected.

Please complete the information below:

I authorize California Safety Company, Inc. to charge my bank account or credit/ debit card, indicated below, on the FIRST DAY of each MONTH for payment of my alarm system lease and/or monitoring fees. Annual, semi-annual, or quarterly fees will be drafted on their normal recurring date.

Monthly fee charged to my account will be in the amount of \$

Company Name (if applicable)

Billing Address Phone#

City, State, Zip Email

Bill Payer ID # (Please see attached invoice to locate your bill payer ID)

Account Type: [] Checking [] Visa/ Mastercard / Amex/ Discover

Name on Acct/Card:

Card #: Exp: CVV:

Billing Address/City/ Zip:

Bank Name:

Account #: Routing #:

Bank City/State:



RETURN VOIDED CHECK WITH THIS AUTHORIZATION.

SIGNATURE

DATE

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify California Safety Company, Inc., in writing, of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted periodic payment dates fall on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account or card as soon as the above noted periodic transaction dates. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that California Safety Company, Inc. may, at its discretion, attempt to process the charge again within 30 days and agree to an additional \$15.00 charge for each attempt returned NSF, which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I agree not to dispute this recurring billing with my bank so long as the transactions correspond to the terms indicated in this authorization form.