

Consumer Protection Guarantee

An alarm system that is monitored passively is false security because there are no continuing tests to ensure that the system will perform when an emergency occurs. Only a proactively monitored system provides these daily tests. The guarantee below constitutes a legal and binding agreement and is an addendum to all alarm installation agreements.

Security Systems by Hammond, Inc., hereafter referred to as the "Company," does hereby agree to the following:

- The Company will test the ability of the alarm panel to communicate with the central station no less than once every twenty-four hours. The Company will provide written verification of the previous two months of daily self-tests at the request of the client.
- The Company will monitor the power to the system and will be aware of any isolated power outage signals lasting more than ninety minutes in duration.
- The Company will monitor the back-up battery and be aware of insufficient battery life prior to system failure.
- The Company owns and operates its local monitoring facility and does not provide subcontracted monitoring services for other alarm companies.
- The Company's central monitoring station is listed by Underwriters Laboratory and is staffed and equipped to UL standards and operates twenty-four hours a day with a minimum of two or more trained personnel on every shift.
- The Company will not program delays in alarm transmission other than for entry/exit doors (**no Automatically Delayed Transmission**)
- Since phone lines can be disabled, the Company offers an alternative method of central station communication which is not dependent on a third party, monitors the dial tone to the system, and meets the same daily self-test and back-up battery monitoring as mentioned above (PhoneIndependent® Communication).

If one or more of the above statements proves to be false at any time after the alarm installation the company will find a monitoring service acceptable to the customer and pay the monitoring fee for one year.

The company claims their system to be free of malfunctions including such that would cause false alarms. In support of this claim, **the Company agrees to pay double all equipment-related false alarm fines levied against the customer by the police department for the first year. The Company agrees to continue this warranty for as long as the customer has a preventative maintenance agreement with the Company.**

*All requests for service are fulfilled within eight working hours, unless later dates are requested. **If this claim proves to be false, the service call will be free.***