



LOOKING AFTER YOUR SECURITY

With the hail storm in March and moving into the winter months there are some simple steps you can take to help prevent damage to your security system.

- Ensure there is no build up of leaves and debris in your gutters, this will help prevent water leaking into your external siren or in through your windows or roof which can damage your shock sensors or reed switches.
- Water can in some cases cause damage to your external doors (warping or damage to the seals), and if fitted with reed switches, can cause false alarm signals.
- Electrical storms can damage the dialler and/or the telephone connection on the security panel which will effect the communication with the monitoring station.
- Mains power failure for extended durations or frequent occurrences, can cause the back up battery to become completely depleted which means it will need to be changed to ensure full protection in the future.
- To ensure signals are being received please remember to do a walk test on your security system between the hours of 10am to 3pm or after 8pm in the evening and before 6am (but please consider your neighbours when doing a walk test)
- Pay attention to the messages on the code pad and action them or call our office to arrange a service technician to visit.

Australian Standards recommend regular routine maintenance of your system to ensure optimum performance. If you would like one of our technicians to come and conduct a full service on your system, please call 9241 9000 or email at info@casasecurity.com.au

KEY CONTACTS

- Natalie Mills**
Chief Executive Officer
- Herman Moller**
Service and Installation Manager
- Darryl Frugniet**
Business Development Manager
- Karen Waite**
Accounts Administrator
- Donna Willie**
Building and Customer Liaison

Special points of interest:

- Preventative Maintenance
- Keyholder Updates
- Meet Kim De Lange Customer Liaison



For Enquiries please contact us on 9241 9000



Don't forget to update your contact details if you will be away. Please complete the details below and send, fax or email to us: Fax: 9248 1122, e-mail: info@casasecurity.com.au

Your Name

Customer Account #

Address

Phone

Away from

Return

1st Keyholder _____

Contact details _____

2nd Keyholder _____

Contact details _____

3rd Keyholder _____

Contact details _____

4th Keyholder _____

Contact details _____

Meet Kim De Lange

Kim started with Casa Security during 2009 in a relationship development role, responsible for assisting customers through the process of installing their security while their home is under construction.

Kim contacts each new customer coming through the system to explain what is provided as part of a security package and how the security works. He also discusses additional security options and monitoring and shows customers how they can save time and money through the process.

Kim not only takes customers through the installation phase, but he continues to maintain contact and see that monitoring needs are met and that customers are completely satisfied with our services.

Kim is a valued team member who, we thought everyone should have the opportunity to know.

Contact:
kim@casasecurity.com.au



FROM OUR ACCOUNTS DEPARTMENT

We remind Customers that monitoring invoices are due and payable by the first day of the monitoring period relating (generally on the first of each quarter).

If you choose to cease the monitoring on your alarm, we require three months notification in writing to our office. If you do not give the three months notification then you will need to pay for the entire quarterly period as a cancellation fee (that we inturn are required to pay to the monitoring centre).

We offer many payment options including:

- Direct Debit,
 - (Automatic) Credit Card Deduction,
 - Direct Credit
- BSB 306 051
Account 0174898
- (You must advise your "Cust No" and Invoice Number when transferring money)
- Cheque, Money Order or Cash

Please send any inquiries you may have to accounts@casasecurity.com.au

First Choice for Security!



Customer Referral

We would like to refer the following people

1. _____

Contact details _____

2. _____

Contact details _____

3. _____

Contact details _____

4. _____

Contact details _____

First Choice for Security!



Unit 1/13 Enterprise Crescent
Malaga, WA 6062
Phone: 08 9241 9000
Fax: 08 9248 1122
E-mail: Info@casasecurity.com.au

Casa Rewards

Refer a friend

For Monitoring only and receive 3 months free monitoring credited to your account.



For a new Alarm System with monitoring and receive 12 months free monitoring credited to your account.

Your Name

Customer Account #

Address

Phone