

When SECURITY needs to be more than just a word, Graydon Security is elevating customer service back to a day and era when service still meant something, and not something that can be delivered by large conglomerate call centers.

"Our people make the difference, locally based, locally owned, fully qualified, highly trained and experienced, they don't come any better"

Charlie Graydon, Managing Partner

If an alarm saves you even one break-in, it has already saved you more than it ever cost you.

Interactive Services: In addition to cellular communication, take control of your alarm system via your smart phone, tablet, or PC, and now you may control; garage doors, thermostats, lighting, digital video, blinds, and other z-wave enabled devices or appliances. Ask us for more information.



Protect your family, home and business with the best; choose **Graydon Security Systems** when you are serious about your security.

Local People, Local Service



GRAYDON
SECURITY SYSTEMS

Local Sales and Service Contact Numbers:

Kamloops:	(250) 374-1146
Kelowna:	(250) 860-9798
Penticton:	(250) 492-2201
Prince George:	(250) 562-5161
Quesnel:	(250) 992-2901
Salmon Arm:	(250) 832-2662
Sunshine Coast:	(604) 885-7530
Terrace:	(250) 638-6022
Vernon:	(250) 542-3020
All Other:	(800) 893-5033

24Hour Monitoring Centre:
(800) 561-2288
service@graydonsecurity.com



GRAYDON
SECURITY SYSTEMS

**Welcome to Graydon
Security Systems**



**Above the Crowd &
Exceeding Customer Expectations!**

Local People, Local Service

graydonsecurity.com

GRAYDON
Celebrating 45 Years of Service

Graydon Security Systems is a family owned business that has been protecting people and property in BC since 1973. Originally Tolsec (Total Security) and mostly in just Northern BC, we evolved and grew to become Graydon Security Systems and now serve communities throughout British Columbia.

Our mission is to provide a quality service people can trust; we are not looking to be the largest service provider, just the best, and we seek customers who can appreciate that fact, and want to experience the difference. We are proud of the role we play in making the communities we live and raise our own families, a safer place. While not every signal we receive will represent a life threatening situation, we operate knowing any call could.

CSID – Central Station Identification: When you contact the monitoring facility, you can identify your account by name and address, but the fastest and most efficient way to properly identify your system is providing the central station your CSID # (Central Station ID number).



Password or Passcode: This is a password or series of numbers you choose by which you will use to validate yourself with, and confirm your identity when calling or being requested by the monitoring centre personnel. It is used for your security and protection, please do not share it with anyone.

PIN or Alarm Code: This is a 4 digit series of numbers that you use to arm/disarm your security alarm systems, not to be confused with your password/passcode.

Phone Line Monitoring: This type of monitoring requires a phone line to be hooked up at the location of the alarm. If your phone is disconnected your alarm is unable to communicate to the central station.

IP Monitoring: This type of monitoring does not require you to have a phone line; your account is monitored over the internet using your internet connection. Beware, that unless your internet is backed up against power failure, your alarm can not report alarm conditions in a power outage.

Cell Monitoring: This type of monitoring does not require a phone line; your account is monitored over a separate cellular communicator using the cellular network. This form of communication is the most reliable, because it has backup against power failure, and is not at risk to the loss of telephone or network

CUTTING & CORDS

No problem, we got you covered, just call us and let us tell you about how to save with going wireless while getting more out of your alarm system.



Account Information Changes: If you would like to make any changes to your account information, such as your cellular contact numbers, email, or that of other property representatives, simply email or call your local office as listed on the rear of this brochure, or email:

accountchanges@graydonsecurity.com

Testing your Alarm System: It is important to test your alarm system regularly to ensure it is operating correctly and communicating with the central station. Please make sure you call the central station with your CSID and password or passcode so your system can be placed on test before testing. Once testing is complete call to confirm signals were received and place your account back in full service. *ALWAYS CALL BEFORE YOU TEST YOUR SYSTEM*

False Alarm Courtesy Call: If you accidentally set your alarm off and enter the correct code right away we will receive an alarm but we will also receive an automated all clear signal that cancels the alarm, and tells us someone with a valid PIN or alarm code is on site, and has turned the alarm off. We may if time permits give you a courtesy call to make sure everything is okay, and you aren't requiring any further help. This courtesy call may at times be delayed when dealing with alarm signals not yet validated as cleared.