



GUARDIAN SECURITY

Alaska's **ONLY** locally owned, full service, security company.

Monitoring your safety
24/7 right here in
Alaska.

DOOR KNOCKER SCAMS

How to spot a deceptive sales scam

Fraudulent door-to-door sales reps are known to use scams to lure you away from or cancel your Guardian Security account with deceptive tactics, high pressure sales techniques, and unethical business practices. We want to provide you with a few tips to protect you from security fraud and help you spot door-to-door sales scams before they happen.

- Ask to see our reps business card or business license.

Before you let them into your home, call us at 907.274.5275 to confirm their affiliation with our company. If they are unable to show identification, don't let them in.

- Don't give out your Guardian Security or personal account information to anyone. Be aware of questions about your personal information. Do not jeopardize your financial, medical, or personal identity.

- Don't allow yourself to be duped into signing unclear documents or contracts. Fraudulent door-to-door sales reps may claim to be from Guardian Security, but the paperwork may say otherwise. Be cautious. Do not sign any documents without careful review first.

- Listen for common "Deceptive Door Knocker" phrases used to gain access into your home.

"We are here from Guardian to check your alarm system" or "We are here to upgrade your Guardian security system." Guardian Security will **ALWAYS** call first if an upgrade or service repair appointment is needed.

Anchorage
274-5275

Mat-Su
Valley
376-4700

Kenai
Peninsula
283-5652

Fairbanks
459-5275

Statewide
1-800-478-
1898

Ensure your system is working Test your alarm system monthly!

- 1 Notify Guardian Security at 277.1975 that you are checking your system. You will be asked for your PIN (Personal Identification Number).
- 2 Locate and turn off the breaker that feeds electricity to the outlet powering the alarm system transformer. Verify the touchpad is still functional, indicating the battery back-up is working.
- 3 Open and close each door and window that is tied to the alarm system. Have someone assist by watching the touchpad. It should display when each zone is opened. Some systems display an asterisk (*), and you must press the status button to display the actual zone.
- 4 Arm and disarm the system from each touchpad.
- 5 Check each panic button.
 - Listen to the volume of your system. Is it adequate?
 - Check to see if the strobe light functions, if applicable.
 - Reset the system, disarming it.
- 6 Check with Guardian at 277.1975 to ensure signals were received.
- 7 Test each smoke detector. A can of testing smoke can be obtained through Guardian Security for a nominal fee. Ventilate the detector after activation and reset the alarm. **note:** The detector will not reset while smoke is present.
- 8 Repeat step #6.
- 9 The backup battery should have carried the system through this testing process with no issues. If the system detects that the battery is low, it should be replaced.
- 10 Turn the breaker back on.
- 11 Contact Guardian at 277.1975 and let them know you are done testing. Even if it isn't fun, it is free, and it is a really good idea. Call our Central Station if you have any questions about testing your system.

An alarm system won't help if it doesn't work. Regular testing ensures its operation.



EMERGENCY INFORMATION LIST

Subscriber Name _____ Account # _____

Physical Address _____

Locality or Directions _____

Phone # _____ Business Hours: _____

Holiday/Vacation Schedule: _____

Email address: _____

Authorized Users – Needs to be someone who has an access code and has received training on how to operate the system. List all authorized users for alarm system. Include anyone with access to the building and in the order you want him or her contacted. Examples of those to list are yourself, children, employees that can disarm the system, neighbors with keys, etc... Include a PASSWORD (up to six letters or numbers) for each person listed. For people that need to be contacted in case of an emergency we need to have a home, work and cell number.

Make sure to sign and date at the bottom of this form.

Add Delete Name Password HM# WK# CELL#

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Special Instructions: Examples: Any pets on site, special needs, etc.

Please double check that the list is complete - list will supersede all current information.

Changes can be mailed to 2600 New Seward Hwy, Anchorage, AK 99503 or faxed to 1(907)274-3730

Refer-a-Friend

Here's how it works:

Recommend a friend or family member to Guardian.

We will provide an informative security assessment and recommendations.

If your friend signs up for Alaska's *only* locally owned security system monitoring, we will thank *you* with a month of free monitoring!

Our Guardian Legacy

Over 42 years ago, Ned Hahn was living in Fairbanks and saw the need for an Alaska-grown security company. He sold his .357 Magnum for gas money, and drove to Anchorage in the middle of winter. After building a demonstration kit, he made his first business call from an Anchorage pay phone, and Guardian Security Systems was born.

After acquiring a security business with one account, Ned went to work expanding his inventory of services and products, and accounts began to build. A few months later, he opened the first Guardian Central Monitoring Station on Hollywood Drive in the neighborhood of Government Hill.

Ned Hahn started Guardian Security in 1974 with \$85 and a drill purchased on credit. From these humble beginnings, Ned has built and maintained Alaska's only full-service, locally owned and operated security company.

Guardian Security has always been an Alaska-grown business, locally owned and locally operated, even in an age when monitoring stations are outsourced, and industry competitors eliminate local customer service and support.

Though our location has changed to accommodate growth, Guardian remains a family-oriented company, committed to our Alaskan family of customers. Guardian is proud to still be offering in-state monitoring and support.

From a basic alarm system to state-of-the-art security, automations, and surveillance products, Guardian offers it all. Alarm systems, environmental alarms, guard, patrol, alarm response, and interactive security are just a few of the ways we have continued to offer Alaskans cutting-edge technology and authentic local customer service.

