



# Denalect Alarm Newsletter

Fall 2020

Volume 5, Number 2

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### Are Credit Card Payments Accepted Over the Phone?

Yes! We accept Visa and Mastercard only.

### Automatic Payments FYI

Are you on an automatic payment plan? Please be sure to update your information with us **before** your credit card expires.

### Learn More

For more info about our services, products, FAQs, tips and more, visit our website at [denalect.com](http://denalect.com)

For residential services, visit [denalect.com/residential](http://denalect.com/residential)

For business services, visit [denalect.com/business](http://denalect.com/business)

## COVID-19 and the New Normal

As we adjust to a novel coronavirus world, protection and peace of mind remain top priorities here at Denalect. We're proud to serve our community as an essential business while taking aggressive steps to limit exposure to our customers and employees, so everyone stays healthy and safe.

All of our employees are following the CDC's best hygiene practices, including minimizing face-to-face contact, wearing masks, and sanitizing surfaces and equipment.

Our Central Station, an Underwriters Laboratory compliant facility, continues to monitor your home or business 24/7, while our Business Office remains open Monday through Friday, 9 a.m. to 5 p.m.

Need onsite service? Our trained technicians will come prepared. If you have any questions or concerns about your upcoming appointment, gives us a call at (925) 932-2211.

If you or someone in your household is showing signs of illness, we ask that you reschedule any upcoming technician visits to your home. If you are unable to reschedule before the technician arrives, we ask that you notify him or her before they enter your home.

Know of friends or neighbors in your community that would benefit from one of our systems? Our sales team can be reached at (925) 932-2211.

We will continue to keep you updated with the most current information. In the meantime, please let us know if you have any questions or concerns. Our business hours are Monday through Friday, 9 a.m.-5 p.m.

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*Have you updated your alarm system emergency contact list recently? If not, be sure to call our Business Office as soon as its convenient. It's critical we have the correct information in our files.*

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For answers to FAQs, visit [denalect.com/help/f-a-q-s](http://denalect.com/help/f-a-q-s)

If you need to arm or silence your alarm, visit [denalect.com/help/arming-silencing-alarms](http://denalect.com/help/arming-silencing-alarms)

For the latest news and tips from our security pros, visit [denalect.com/news](http://denalect.com/news)

### Contact Us

We're happy to answer your questions or discuss any security-related topics you may have. Our business hours are Monday through Friday.

Business Office:

(925) 932-2211

Weekdays, 9 a.m.-5 p.m.

Service Department:

(925) 935-2680

Weekdays, 9:30 a.m.-4 p.m.

Toll-free:

(800) 273-2680

## Keeping Our Customers Safe Since 1969



I founded Denalect Alarm in 1969 to serve the safety and security needs of our customers.

Now, over 50 years later, my employees and I remain committed to those ideals. You come first at Denalect.

We're one of the few companies that provide live, friendly operator service 24 hours a day. Your calls are answered promptly; your questions are answered with enthusiasm and every effort to understand and solve any situation you might encounter.

Along with exceptional service, we are also committed to offering you the highest quality equipment. We regularly review current and emerging alarm technologies from established vendors as well as innovative new suppliers.

So, when our installers arrive at your door, you can be confident that your home or business will get the most reliable and best quality equipment on the market.

Thank you for being a part of the Denalect family! We are proud to support our friends and neighbors in Alameda, Contra Costa, Marin, Solano and Sonoma counties.

Sincerely,

Rod Uffindell,  
Founder and President