



# Commercial Instruments & Alarm Systems, Inc.

The Hudson Valley's premier  
**NOTIFIER**  
Fire Alarm  
Provider

2 Summit Court, Suite 306  
Fishkill • New York • 12524

Locally owned, nationally recognized

495 Main Street  
Catskill • New York • 12414

## Call CIA before changing batteries in alarm devices

The wireless devices in your alarm system require periodic battery changes.

Under normal conditions the batteries in standard window/door transmitters have a life of two to four years. Life safety devices (smoke detectors, heat detectors, carbon monoxide detectors) have a shorter span – typically one year.

You can change the batteries in your wireless devices yourself, however there are several things you should do beforehand.

First, review the device model with the service department and determine the type and quantity of batteries required. Ask for written instructions on changing the battery specific to your device or refer to the owner's manual. Some transmitters are difficult to open and may be damaged unless you have the specific directions for opening them.

Then call CIA's Monitoring Response Center to place your system on test BEFORE you change the battery, otherwise changing the battery will set off your alarm. This is especially important when changing the batteries on fire alarm devices since a false alarm results in immediate notification to the fire department and a possible fine for a false alarm.

Please note that once a single battery shows signs of failing, this may be indicative that all of the wireless batteries will require replacement in the near future.



*All wireless devices, including smoke detectors (above) and window/door transmitters (right) have batteries that require periodic replacement.*

CIA can replace the batteries in your system for \$5 each, plus the cost of a service call. If you have an annual inspection contract with us, CIA will replace the batteries during the annual inspection. The cost is then \$5 per battery plus the labor cost to change the batteries – no trip charge if done at this time. Please contact the service department for labor rates.

### Service Tip:

The back-up battery in your security system control panel should be replaced every three to four years.

## CIA in Action

An alarm at a deli in Carmel helped to scare off would-be burglars in January. CIA's Monitoring Response Center received a notification that the rear door had been opened after midnight. Police were dispatched and the owner was called. The owner reported that there was an attempted burglary but nothing was missing.

Burning wires in duct work filled a Hopewell Junction business with smoke and set off the fire alarm in the early morning hours before the shop opened. CIA's Monitoring Response Center notified the fire department which was able to find the cause and prevent major damage.

## Is your alarm system hiding?

A motion detector can't detect an intruder if boxes have been put in front of it. And a smoke detector that was covered up during a construction project won't detect smoke if it's not uncovered.

Sometimes alarm devices can be blocked by accident, and other times they can be blocked by someone trying to bypass the system.

Take time to inspect your alarm system and ensure that all devices are working and have not been covered or tampered with. Clear away objects around motion sensors and make sure your windows and doors are securely closed.



**Can you spot the motion detector in this room? Boxes placed in front of it meant that it was not able to detect movement in the room.**

## CIA in the News

As reported by *Oldies 93.5*

### Burglary Suspect Identified and Arrested

On Jan. 9, at approximately 10:46 pm, the City of Hudson Police Department received a call from CIA Security reporting a commercial burglary alarm in progress at the local Quick Mart Store, located at 67 Green Street Hudson, New York. The Hudson Police responded to find the front door to the convenient store smashed out and unsecured. Patrol immediately checked the building and secured the crime scene. No one was found or located inside the store. The officers discovered that a gaming machine was vandalized and money was stolen from inside the machine. Approximately \$140 in quarters and bills were stolen.

The Detective Division was contacted and responded to process the scene and further investigate. After reviewing the video surveillance footage from the store, HPD Officer Tracey Roberts was able to identify and arrest a suspect who was charged with third-degree burglary, a class D felony, two counts of third-degree criminal mischief, a class E felony, and petit larceny, a class A misdemeanor.

## What 5G wireless means for your alarm

The Federal Communications Commission has jump-started the 5G era.

When the FCC convened at the end of 2016, the commissioners voted to designate a huge block of spectrum for the use of next-generation wireless broadband, services that are up to 100 times faster than current wireless connections.

These applications, called 5G as they are meant to succeed current 4G wireless technology, promise not only faster, but also more robust capabilities than current services and could be used to supplant wired home broadband connections, too.

5G testing is in its infancy, with major trials expected next year and early deployment of 5G services in 2018.

While many people think this will just affect their use of telephones, this change could also impact your security system if you use cellular communication to our Monitoring Response Center.

It was just three years ago that CIA notified all cellular-monitored customers that the 2G network was going away. While alarm manufacturers have kept up with the changing technology, the changes can be costly to homeowners who have to upgrade the cellular communicators in their alarm systems every few years.

CIA offers customers a permanent solution for alarm communication – the AES Radio.

CIA's AES radio network uses the latest in technology and provides immediate transmission of alarm signals.

Radio signals are received within two seconds of the alarm, unlike the phone dialer system that may take 20 to 40 seconds to communicate an alarm.

While cellular communication uses other communication providers who change their technology often, the radio uses CIA's own proprietary, mesh-technology network. This guarantees that this network will continue to be available over time.



Visit us online at [www.ciasecurity.com](http://www.ciasecurity.com) and like us on facebook 