



# Customer Guide



**SecurTek**  
*Monitoring Solutions*



Security



Video Monitoring



Medical Alert



Smart Automation



Access Control

## In Case of a False Alarm

1. Enter your numerical code on the keypad.
2. Do not call anyone! The Monitoring Station will call you as soon as the alarm is received.
3. Have your verbal password ready. The Monitoring Station attendant will ask you for it.

Non-Emergency  
Customer Service and Billing Inquiries:  
**1-877-777-7590**

Monitoring Station and  
Technical Support:  
**1-877-777-7591**

[securtek.com](http://securtek.com)

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**SecurTek**  
*Monitoring Solutions*

# Welcome to SecurTek

We are pleased you have chosen SecurTek to look after your security and alarm-monitoring needs. By providing monitored services for your home, cottage, or business, we will work with you to make your community a safer place to live, work, and raise families.

Whether it's your home, cottage, or business, you can trust SecurTek to detect unwanted entry, fire, carbon monoxide leaks, temperature fluctuations, and flooding. SecurTek protects you and your family all day, every day.

Your sense of safety and security is our first concern—we're here for you 24 hours a day, 7 days a week. Any time that you have a technical question, please call our Monitoring Station: 1-877-777-7591. Our Technical Support Team is available during extended business hours, but is on-call 24/7 for emergencies. Charges may apply for Technical Support outside the extended business hours.

## About Us

With our customers as our key focus, we accomplish our goal of being recognized as the security and alarm-monitoring industry's benchmark for personalized service and business excellence.

SecurTek looks forward to building a long-lasting relationship with you, based on trust, honesty, and respect. We'll be available for you when you need us. So leave the worrying to us while at work, at home, or away, knowing you are protected by the industry's leading security company.



## Five Diamond Certification

SecurTek has been awarded Central Station Alarm Association Five Diamond Certification for providing superior monitoring service in the North American security industry.

In order to achieve Five Diamond Certification, every SecurTek operator is required to pass a CSAA training course and to demonstrate proficiency in several areas.

The Five Diamond Program is a balanced certification program providing a differentiation in the marketplace because it signifies **five points of excellence**:

- 1) Commitment to random inspections and quality criteria standards by a nationally recognized testing laboratory such as FM Global, Intertek/ETL and UL
- 2) Commitment to the highest levels of customer service
- 3) Commitment to ongoing job-related education and testing by having 100% of its central station operators certified using the CSAA online training series
- 4) Commitment to raising the industry standards through CSAA membership and participation in its activities
- 5) Commitment to reducing false dispatches



## Privacy

SecurTek places a high priority on the loyalty of our customers, and that loyalty is built on a foundation of good products, competitive prices, and above all, excellent customer service. Respecting your right to privacy is an important part of our service excellence commitment. To us, this includes keeping you up-to-date on your rights as our customer and providing you with information on how we use and protect your personal information.

Our Privacy Statement outlines our commitment to protect the privacy and confidentiality of your personal information. You can access our Privacy Statement on our website at [securtek.com](http://securtek.com) or by emailing our Chief Privacy Officer at [privacy.officer@securtek.com](mailto:privacy.officer@securtek.com).

SecurTek is committed to protecting the privacy of you and your family.

## Network of Authorized Dealers

SecurTek can provide safety and monitoring solutions for you, your family, or your business through our Authorized Dealers, located in most provinces and territories across Canada. Our Authorized Dealers are your point of contact for sales and installation of SecurTek security systems.

No matter the location, our Authorized Dealers are prompt, courteous, and highly recommended. In fact, a vast majority of SecurTek customers say they would recommend the company to their family and friends. Service excellence is our number one priority; it's something you can expect to receive from any and all of our SecurTek Authorized Dealers.



## Numerical Keypad Codes and Passwords/Passcodes

A numerical keypad code is your memorized 4-digit number you enter on your keypad to arm or disarm your SecurTek system. For privacy and security reasons, memorize your code—never write it down.

A password is your memorized word or number that will be asked of you if a Monitoring Station attendant calls your home or business. Providing a password is the best way the attendant can confirm your identity and ensure that you are not someone breaking into the premises. Different passwords can be set up for friends, family members, or staff. A password is also required when a customer calls in to the monitoring station.

Your password will also be required when making changes to your account. Authorized residential customers can make changes to their account over the phone using their password verification. Commercial or business customers can make changes to their account in writing via mail, via an email to [data.entry@securtek.com](mailto:data.entry@securtek.com), or by faxing their information to 1-877-777-7592 with the appropriate authorized signature.

An **authorized person** is the contract signer or individual(s) that the contract signer has approved to make changes on their account.



# Your Keyholders

Keyholders are a very important part of your security plan. In the event that an alarm signal is received from your premises, a SecurTek attendant will call the premises to verify an alarm. If no answer, incorrect password/passcode or busy three times, then the attendant will notify the Police, Fire Department, or Ambulance that an alarm signal was received.

A keyholder can be a neighbour, friend, relative, or even a contracted guard service response company. Typically, a keyholder has a key to your premises as well as a valid password/passcode and numerical keypad code for your system.

Each of your keyholders should decide on, and memorize, an easily recalled numerical code for the keypad and a verbal password in case the Monitoring Station needs to contact them. Keyholders may be contacted to respond to virtually any alarm, from meeting the police on a burglary or intrusion signal to investigating a flood or temperature fluctuation. It's very important to keep your contact list of keyholders up-to-date, especially when you're away.

If you need to make a change to your list of keyholders, please contact the Monitoring Station by phone at 1-877-777-7591, fax 1-877-777-7592, or email at [data.entry@securtek.com](mailto:data.entry@securtek.com). Customers who are registered with SecurTek online can also make changes to their list of keyholders through an online form on the SecurTek website ([securtek.com](http://securtek.com)).

# How Your Security System Works

When your SecurTek security system detects an emergency, an alarm in your home or business will sound, and a signal will be transmitted to our Monitoring Station via the telephone line. If you do not have a telephone line, devices can be added to your system to send the signal over the wireless network or Internet. Our Monitoring Stations are staffed 24 hours a day, 7 days a week, by certified attendants to dispatch the proper emergency personnel.

When our Monitoring Station receives the alarm signal, a SecurTek attendant will call your premises, confirm the alarm, and verify the password. If there is no answer or if the wrong password is provided, the attendant will then notify the police or appropriate emergency personnel.

After notifying authorities, the attendant will call one of your keyholders, whom you designated when you had your system installed. If a customer has guard service, the keyholders will not be contacted unless the customer specifies the Monitoring Station to do so. The keyholder may also be called if the guard is having problems at the premises and requires the keyholder's assistance. (This is why it's very important to keep this information updated at all times.)

SecurTek's Monitoring Stations are Underwriters' Laboratories of Canada (ULC) listed. The standards provide guidelines for monitoring station operations, which include having uninterrupted power supplies, as well as appropriate staffing levels, response times and security levels. Additionally, all SecurTek employees are required to complete and pass a police criminal record check. For you, this means that SecurTek will consistently provide services that meet or exceed the highest standards in the industry.



## What is a False Alarm?

A false alarm means an alarm dispatch was requested to the Police and/or Fire Service: When the responding officer finds no evidence of a criminal offence or attempted criminal offence after having completed a timely investigation of the alarm site, it is considered a false alarm. An alarm is also considered false when it is activated unnecessarily, improperly, or for a purpose other than that for which it was installed including the following:

- Mechanical failure
- Excessive vibrations
- Unauthorized testing
- Power failure
- Atmospheric conditions
- User error

If you accidentally trigger your alarm system, the incident will only be considered a false alarm if the police or other emergency services are dispatched. If you are at home, our Monitoring Station will call you in response to the alarm, they will ask for your password, then verify that the signal is in fact a false alarm. If you verify that it was accidentally activated, the police will not be called and this will not be classified as a false alarm.

Even if your jurisdiction has issued a false alarm bylaw, you will not be charged penalties for alarms that were caused by an actual attempt to enter the premise or other emergency situations.

For more information on this bylaw please contact your local police detachment or municipality.

## Preventing False Alarms

False alarms are easily preventable. Just make sure anyone who uses your security system is fully trained on how to use it and able to properly identify themselves, using a password, to the Monitoring Station attendant.

In case of a false alarm, DO NOT CALL ANYONE.

The Monitoring Station will call you as soon as the alarm is received. If you try to call out, the Monitoring Station will get a busy signal. If there is still a busy signal after three attempts to call you, the Monitoring Station may dispatch the authorities.

Depending on the local bylaws, there may be fines, penalties or suspension of service levied by the Police Department for a false alarm dispatch. For more information, contact your local Authorized Dealer or SecurTek toll free at 1-877-777-7590.

## Going on Vacation?

Before going on vacation, please call SecurTek and provide the following information:

- The date and time you plan to leave
- The date and time you plan to return
- The names of persons (if any) who will be entering your home who are authorized to use the alarm system and what their passwords/passcodes are

Remind your keyholders to always know their password, as it will be required to cancel any dispatching.

For residential customers, the authorized person should call the Monitoring Station and provide this information. Commercial or business customers can make changes to their account in writing via mail, via an email to [data.entry@securtek.com](mailto:data.entry@securtek.com), or by faxing their information to 1-877-777-7592 with the appropriate authorized signature.

Always make sure that your keyholder information is up to date.



## Testing Your System

Most systems are programmed to send automatic test signals. If this test signal is not received, or your alarm system has not been set off recently, you may receive a call from the Monitoring Station asking you to test your alarm system.

Testing your system regularly ensures that, in the event of an emergency, you can expect to receive prompt assistance from the Monitoring Station.

To test your system, follow these steps:

1. Call the Monitoring Station at 1-877-777-7591 and provide your password.
2. Advise the operator that you wish to test your system and for what length of time.
3. After you have hung up, simply trip your alarm and wait 60 seconds before resetting it. The siren must sound for at least 30 seconds to ensure the Monitoring Station receives the signal.
4. Call the Monitoring Station back to verify the receipt of the alarm.

If there are no problems with your system, simply instruct the Monitoring Station to stop the test.

If there is a problem with your security system, immediately arrange for service.

## Adding More Components and Services

As part of SecurTek's commitment to service excellence, and because we understand that lifestyles change, you can add components and services to your security system at any time. Call our Customer Care Centre toll free at 1-877-777-7590, or contact your local dealer for information about our services or any components you would like to add to your security system.

## Personal Property Tracking

By installing a 24-hour monitored safety system, you can enjoy peace of mind knowing that your premises are secure. A monitored safety system significantly reduces the chances of your home or business being burglarized, but you should also conduct an inventory of your personal property. Accurate documentation should include

- A record of the contents in your home or business and their value;
- A list of serial numbers, manufacturers' names, model numbers, and certificates identifying all items; and
- A collection of photos or a video providing a physical description of all valuables mentioned in the inventory list.

To assist you in the event of a loss, ensure that your records are stored in a safe place and are updated periodically as you purchase new items for your home or business.



# Safety Tips

- Use automatic timers to turn interior lights on and off. Install motion-detecting floodlights outside.
- Stop your newspaper delivery while you're away, have a friend check your mailbox regularly, and arrange to have your lawn mowed and walks shovelled.
- Trim trees and shrubs so your home is clearly visible to neighbours, pedestrians, and passing motorists.
- If you're working or relaxing in your back yard, make sure to lock your front door.
- Support your local Neighbourhood Watch group.
- Get to know your neighbours. They can keep an eye out for any activity while you're away.
- Make sure your house number is clearly visible in the day and night for the police or emergency personnel.
- Install good, solid locks on doors and windows. Deadbolts should have at least a 1" throw.
- Plan fire escape routes with your family. Test smoke detectors regularly or install a monitored smoke detector.
- Make an inventory of your property, including recorded descriptions and serial numbers, and file the information in a safe, fireproof place.



# Guard Service Program

Due to rising emergency response costs, more and more cities are implementing verified response policies and bylaws to charge for alarm permits and false alarms. If your community has a verified response policy, the Guard Service Program can help reduce or eliminate false alarms—and could be more cost effective than paying false alarm penalties.

With SecurTek's Guard Service program, uniformed guards will be dispatched to your home or business 24 hours a day, 7 days a week to verify an alarm signal and request police assistance if necessary.

You should consider Guard Service if

- Your municipality has a verified response policy where police will not respond until an alarm call is confirmed by our guard service or one of your keyholders.
- Your job does not permit you to be called away in order to respond to an alarm call.
- You spend a significant amount of time travelling and want to ensure someone is available to check on any alarm call you may have.

SecurTek has three Guard Service packages to choose from:

## Basic Service

- A uniformed guard will conduct a perimeter check of your property.
- Includes three free half-hour dispatches per year.

## Premium Service

- A uniformed guard will conduct both an interior and perimeter check of your property.
- Includes three free half-hour dispatches per year.
- Requires installation of a lock box (one-time fee) to store keys to your premises.

## Per Response Guard Service

- No monthly fee, only charged per dispatch.
- Can be tailored to include perimeter check only or perimeter and interior check.
- If you choose the interior check option, you will need to rent a lock box (one-time fee) to store keys to your premises.

For more information on Guard Service and availability in your area, contact our Customer Care Centre toll free at 1-877-777-7590.



# Additional Services

## Wireless Backup

This equipment provides a secure, wireless method of alarm transmission signal.

With most standard security systems, alarm signals are sent to our Monitoring Station via the telephone line. If your telephone line becomes disconnected, your standard security system will be unable to transmit signals to our Monitoring Station. Wireless backup is ideal as a primary means of transmitting an alarm signal from warehouses, cabins, and other buildings that do not have landline phone service.

To provide an additional level of protection and an alternate transmission method in the rare event telephone lines are cut or go down, you can install wireless backup on your system. With wireless backup, a cellular transmission will be made to our Monitoring Station informing the attendant of an emergency situation. Wireless backup does not require a personal or active cellular telephone number. There are a number of backup transmission options, including cellular, IP, and combined cellular/IP.



## Activity Reports

These reports inform you about who is arming or disarming your system. The signals are recorded by SecurTek's monitoring system and, if requested, matched to pre-determined schedules. You can get weekly or monthly reports of your system activity emailed to you.

## SecurTek Web Check

Web Check allows you to access your account information online—anytime, anywhere! Choose the level of service that suits your security needs.

### Basic Service

- Registered customers receive a user name and password to view their account details whenever they feel it is necessary.

### Scheduled Service

- In addition to the Basic services, registered customers can view information on their Schedules. Customers may want to know what events happened outside a set schedule (for example, if their business is not opened or closed at the appropriate time). With Scheduled Web Check, customers can view, print, and verify their account schedule information at their leisure.

You will receive a user name and password to access your account details, 24 hours a day, 7 days a week. You will be able to view various reports, sort and print reports to your own liking, view scheduled report information (if requested), and check your contact information and keyholder list to ensure that everything is up to date.

## SecurTek AutoNotify

AutoNotify allows you to receive automatic messages to your email or cell phone alerting you when your system has been armed or disarmed. You will have the convenience of knowing what is happening at work or home even when you can't be there.

Possible events or alarms that may be emailed to you are the following:

- Open/Close
- Bypass or forced alarm (could indicate someone is circumventing system) with additional alarm notifications
- Fire
- Carbon monoxide
- Water

AutoNotify is available in two levels of service. Basic AutoNotify will send notifications to one registered keyholder. With Advanced AutoNotify, notifications can be sent to up to five registered keyholders.

You can sign up for SecurTek AutoNotify online through [securtek.com](http://securtek.com), or by calling our Customer Care Centre at 1-877-777-7590.

## Extended Warranty

SecurTek's Extended Warranty Program takes the worry out of system repair and maintenance. With the Extended Warranty, you can rest assured knowing that should your system need any service or repair, we will cover the parts and labour required.

Please note warranty does not cover any travel costs or the following situations:

- Any defect in or failure of the equipment due to negligence, misuse, or abuse of the equipment
- Acts of God or third parties or equipment and service as a result of change, renovation, or upgrade to your premises or a change to the use or occupancy of the premises
- Replacement of batteries
- Upgrade to the equipment as may be requested by the customer
- Damage caused to the equipment due to environmental conditions (such as dust, grease, smoke)



## Video Monitoring

SecurTek Video Monitoring Solutions can help you manage your busy life and keep your business or home safe. SecurTek offers a variety of solutions to help meet your needs, from solutions requiring no phone lines or power supplies, to those that allow you to see what's going on at your business, home, or cottage from any computer or smartphone.

## Smart Automation

If you have ever been away and wanted to be able to check in on your business, home, or vacation property, then you have already given thought to our Smart Automation services!

SecurTek Smart Automation lets you access your security system using a computer or smartphone, giving you an additional layer of protection and awareness—like being in two places at once! Now, from almost anywhere in the world, you can stay in touch with your property using the level of connectivity you need. You will be able to remotely arm and disarm your security system; manage your system users and access codes; view live or recorded video from your security cameras; perform energy saving tasks by controlling lights, small appliances, and environmental controls; and receive text or email notifications over a highly secure Internet or wireless connection.

SecurTek Smart Automation places you in the driver's seat for accessing information you want, when you want it, through devices that are already a part of your everyday lifestyle.

Smart Automation services may not be available in all geographical locations.



## Pro-rated Billing

Pro-rated billing is a standard billing practice used by many service providers. For SecurTek customers it means that billing begins on the date your system is installed and monitored. You will receive your invoice according to your chosen method of payment, but the charges on your first invoice will reflect the dates you received service as opposed to just your current month of service.

In order to understand pro-rated billing, you should first know that although your billing date may be mid-month, you are being invoiced for services occurring from the first to the last day of the current month. If you get your system installed before your billing date, your first invoice will likely be less than your regular monthly charge because you did not have monitoring service for the whole month. However, if you install your system after your billing date, your first invoice will be larger than normal because it contains charges for your current month of service as well as the service you received in the previous month.

For example, if you install a SecurTek system on March 13 and your billing cycle begins on the first, your first bill will be from March 13 to April 30, due on April 1.

Pro-rating is also used on your statement when you add services such as Guard Service or Cellular Backup Services. When changes such as this are made to your services during the billing cycle, pro-rated fees will appear on your statement. Pro-rated billing ensures that you are only billed for the monitoring and services you receive, even if your service changes or installation occurs in the middle of a billing period.

# Moving

Are you considering moving? Don't forget to contact the Customer Care Centre to notify SecurTek of your new location to ensure continued, uninterrupted service.

By going to the Express Address website ([expressaddress.com](http://expressaddress.com)) and filling out your name, address and billing information, you can easily connect, transfer, or disconnect residential services for telephone, electricity, natural gas, water, and security services. You can also update your address for everything from driver's licence and health cards to pet licences. Following an update, SecurTek will contact you to verify the information. With [expressaddress.com](http://expressaddress.com) you can notify multiple organizations about your move, saving time and avoiding duplication.

To notify SecurTek of your upcoming move, contact Customer Care at 1-877-777-7590.



# Types of Alarms

## How We Handle Alarms

Our alarm monitoring software automatically prioritizes alarm signals received by our Monitoring Station. Any alarm affecting your health or safety is assigned top priority, closely followed by any alarm affecting your property or possessions.

For example, a medical alarm, fire alarm, or panic alarm will have a much higher priority and will be responded to before a low battery or trouble alarm.

## Burglary Alarm

A SecurTek attendant will

- Call the premises, confirm the alarm and verify the password.
- Immediately notify the Police Department/RCMP in the event no one answers the phone at the premises or if the line is busy, or an improper password is given.
- Then attempt to call a keyholder (listed on your Notification Information Form). The keyholder will be asked to meet the authorities outside the premises, keeping their personal safety in mind.

See below for details of the available Enhanced Call Verification.

## Enhanced Call Verification

The majority of alarms the police attend are false, which is a major cause for concern among police departments across the country. Many agencies have implemented policies and fines for false alarms. To help you avoid any charges or fines for false alarms, SecurTek is offering Enhanced Call Verification.

SecurTek's standard procedure for burglary alarms is

- Call the premises.
- If we do not receive an answer, or cannot verify a password, Police or Guard Services are dispatched.

With Enhanced Burglary Alarm Verification we will

- Call the premises once.
- If there is no answer, or a password cannot be verified, we will call an alternate number to verify if there is an emergency.
- If we cannot reach anyone on an alternate number, we will try the premises one more time before calling the Police or Guard Service.\*

If you would like to set up Enhanced Call Verification, just call the SecurTek Monitoring Station at 1-877-777-7591, or if you own a business monitored by SecurTek, fax the information to us at 1-877-777-7592. A simple call or fax and you can reduce additional fees for false alarm response!

\* In order to dispatch a guard service, the customer must be signed up under one of SecurTek's guard service programs.

## Fire Alarm and Environmental Alarms

A SecurTek attendant will

- Immediately call the premises to confirm whether the Fire Department is needed, and verify the password.

NOTE: For a commercial premises, the attendant will immediately notify the Fire Department and then attempt to contact the premises and keyholder.

- Immediately notify the Fire Department in the event no one answers the phone at the premises or if the line is busy, or an improper password is given.
- Then attempt to call a keyholder. The keyholder will be asked to meet the authorities outside the premises, keeping their personal safety in mind.

NOTE: If additional fire alarm signals are received within 30 minutes, no further action will be taken. If an additional signal is received after more than 30 minutes have passed, the Fire Department will be dispatched and a keyholder contacted again.

Environmental alarms (gas, CO<sub>2</sub>, water, temp, smoke) are called on 24 hours a day, 7 days a week. Most low battery, supervisory and trouble signals from door, window, or motion sensors are responded to during the same time frame that power outage signals are responded to.



## Panic/Emergency Alarm

A SecurTek attendant will

- Call the premises to confirm whether assistance is required, and verify the password.

NOTE: For commercial premises, the authorities will be dispatched immediately.

- Immediately notify the Police Department/RCMP in the event no one answers the phone at the premises or if the line is busy, or an improper password is given.
- Call the premises again after 20 minutes have passed.

NOTE: A keyholder is not usually contacted unless the customer has arranged specific instructions. For commercial panics, police are dispatched immediately.

## Personal Emergency Response Alarm (Medical)

A SecurTek attendant will

- Call the premises to confirm whether assistance is required.
- Notify the local Emergency Medical Services (EMS) if an individual answers the phone and requires assistance, or if we receive no response upon calling the premises.
- Then contact a keyholder.
- SecurTek will always call a keyholder, even if the customer is OK and does not require emergency medical services, unless otherwise requested.

## Trouble/Supervisory Alarm

A SecurTek attendant will

- Call the premises, verify the password and notify the individual of the trouble signal received.
- Call a keyholder if there is no answer at the premises, and notify them of the trouble signal received.
- Notify the Installer/Authorized Dealer on an authorized person's request.

## Power Outage

A SecurTek attendant will

- Call the premises if we do not get a restoral signal from the power outage.
- Call a keyholder if there is no answer at the premises, and notify them of the trouble signal.
- If the Monitoring Station does not receive a power on signal, or if your panel has communicated a low battery signal during the outage, an attendant will call you to determine if additional help is needed.

Calls will be made to customers Monday to Friday between 7 am and 10 pm and weekends and holidays between 9 am and 10 pm unless SecurTek has been otherwise instructed by the customer.

NOTE: There is approximately a 60-minute delay on the transmission of power fail signals. This delay will allow the panel time to restore within the timeframe before sending SecurTek the signal.

## Low Battery

A SecurTek attendant will

- Call the premises, verify the password and notify the individual of the low battery signal received.
- Notify the Installer/Authorized Dealer on an authorized person's request.
- Call a keyholder if there is no answer at the premises, and notify them of the signal.

## Cancellation of Alarms

For your protection, a SecurTek attendant will still call to verify the password if an alarm is accidentally set off and immediately disarmed.

(Some systems are not programmed or do not have the ability to send a disarm signal. Please contact the Monitoring Station or your Authorized Dealer for more information.)

We will contact the premises to advise that we received an alarm and confirm that all is fine at the site. If there is an answering machine only, we will leave a message but will call the next keyholder. Although we will call your keyholder list, only one attempt will be made. We will leave messages where possible and we will clear the alarm by removing the alarm from the queue and taking no further action.

In order for the owner or keyholder to cancel any emergency dispatching, a password or verbal pass code will be required.

## Repeat Alarms

If an alarm is received and authorities are dispatched, any subsequent burglary alarms received after a period of 60 minutes and fire alarms after 30 minutes will be acted upon again using standard dispatching procedures.



## Contact Us

Visit the SecurTek website ([securtek.com](http://securtek.com)) for basic system information, downloadable owner's manuals, answers to frequently asked questions, updates, and new services. Our online form can be used to request changes to your system or to ask any question you may have about our services.

For general questions and billing inquiries, please call our Customer Care Centre at 1-877-777-7590.

To contact your Monitoring Station or for our Technical Support and Help Desk, please call 1-877-777-7591. Our Technical Support Team is available during extended business hours, but is on-call 24/7 for emergencies. Charges may apply for Technical Support outside the extended business hours.

We can also be reached by email at [customer.care@securtek.com](mailto:customer.care@securtek.com).

SecurTek places a high priority on the loyalty of our customers and that loyalty is built on a foundation of reliable products, competitive prices, and above all, excellent customer service.

At SecurTek we encourage you to ask any questions that may arise. We want you to feel comfortable operating your system and to be familiar with SecurTek's processes.

### Head Office:

SecurTek Monitoring Solutions  
70 - 1st Avenue North  
Yorkton, Saskatchewan  
S3N 1J6  
[securtek.com](http://securtek.com)



SecurTek. Your Life. Protected.  
[securtek.com](http://securtek.com)



# **SecurTek**

## **Monitoring Solutions**



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