



Product Guide

Trust Alarms (Puerto Rico)

What is 5LINX Security Systems?

5LINX Security Systems provided by TRUST ALAM specializes in GE Wireless Security Systems for your home or business. TRUST ALAM is one of the fastest growing security Companies in Puerto Rico offering the most affordable and comprehensive security systems, video monitoring, and home automation packages. The partnership between 5LINX and Trust Alarm enables 5LINX to provide affordable and reliable security services to our customers. With 5LINX Security Systems, you can choose from packages designed to protect from everyday dangers and equipped to the standards of today's technologically advanced society.

Selling Security Systems:

Protecting yourself and your family is important, and there are many whose homes are not protected. Explain to the customer the benefits of a security system, and how it will protect them and their loved ones. Homes and families need security against theft and other crimes, and 5LINX Security Systems protects them in an affordable manner.

Ask the customer...

"Do you currently have a security system? If so, are you paying too much for it?"

"Do you value the safety of yourself, family, and belongings?" "Are you out of town on a regular basis?"

"Is your home secure from burglary?"

"Would you feel more comfortable in your home knowing that you are protected by a state-of-the-art security system?"

Advantages:

5LINX Security Systems, provided by Trust Alarm, offers four key protection services for the price of one:

- A high-decibel intrusion alarm to combat burglary
- A silent alarm to alert our monitoring center if an intruder has invaded your home
- Medical assistance in the event of an accident, with 2-way verbal communication and live support agents on staff 24/7
- Detection for fire and smoke emergencies



How does it work?

The **GE Simon XTi** control panel sets off a high decibel intrusion alarm which can be deactivated by your personal identification number.

The control panel has two-way voice command so you can communicate directly with the monitoring station in the event of an emergency. The panel also detects smash and grab attempts, sending an automatic signal if the equipment is being tampered with. The PIR motion detector detects presence of a human and sets off the alarm if there is movement in its visibility when the system is armed. The XTi motion detector can effectively differentiate between human and pet (up to 50lbs)

The door and window entry sensors initiate an alarm when they are opened or kicked-in. The smoke/heat detector operates by dual technology requiring both heat and smoke to activate an alarm, which eliminates false alarms. The system calls the fire department upon a triggered alarm.

The 4-button key fob allows the user to activate and deactivate the alarm, 2-way communicate with emergency responders if the event of an accident and injury, and set off a silent alarm in an attempt of an assault. Each sensor is wireless and communicates all events to the control panel, which then communicates from your home to our Central Monitoring Station.

How the monitoring works:

The communication signal required for the control panel can be sent by an existing landline service in place at the home. It can also be sent by cellular signal, if the homeowner has eliminated or plans to eliminate the home landline.

If the system is armed and one of the intrusion sensors is triggered, the control panel sends a signal to the monitoring station. An agent with the monitoring station will immediately call the home or talk over the 2-way communicator in an attempt to connect with the homeowner to ensure the event is not false. If no response or the respondent provides no passcode or an incorrect one, the monitoring station will contact local authorities to take action.

After the agent with the monitoring station dispatches the authorities, he/she will call the emergency contacts provided by the homeowner in an attempt to find the homeowner and make him/her aware of the event and action taken.



Features and Benefits:

- Top-of-the-line GE Wireless Security equipment
- State-of-the-art UL and ULC monitoring solutions throughout Puerto Rico provided by Monitronics, CSAA 5-Diamond certified
- Professional installation on every alarm system at no additional cost
- 5LINX Security Systems, provided by Trust Alarm, offers a lifetime parts replacement warranty on all packages
- Movers program provides free transfer of service nationwide

Installation Process:

- The customer will first schedule the install appointment. It must be 2-3 business days out for larger cities and towns, and 3-5 business days out for smaller rural communities
- Once scheduled, a representative will call the customer within 24-hours of scheduling to confirm the date and time they have selected or offer other dates that are available
- If the schedule date is more than 3 days out, the customer will be contacted again 24-hours before your appointment time to confirm they will be on the premises, provide the name of the installer, and give a more accurate time window
- The installer will arrive at the home within the time-frame and install the system as well as offer the option to add-on any additional features or equipment desired
- Once the equipment is installed, the installer will ensure that the customer can work and use the system confidently
- The installer will then establish the pass code and emergency contacts
- The customer will sign the contract agreeing to pay for the installation fee and the 36-month monitoring term provided by Monitronics
- The customer will provide billing information by means of a checking account or credit card, which will be automatically billed on the agreed billing date
- Monitronics will make a post install call to verify activation and overall satisfaction

Credit Check

- The E-Commerce ordering system performs a live credit check for each customer when placing the order.
- The credit check happens on the Account Setup step of the ordering process and gives the results instantly.
- Customers who have above a 625 credit score will proceed to the next step without having to pay connection fee/deposit.



- Customers who are below a 625 credit score do not qualify for any promotions or special offers and will be required to pay a connection fee of at least \$199 in order to proceed with their order.

FAQS:

Q: Why do I need a monitoring service? Why can't I just use an alarm that scares the criminal away?

A: While having a noisy alarm system in place may make you feel safer, the fact is that most burglars know that once they gain entry, they only have to disable the control panel and then they can proceed with ransacking the home. Noisy alarms alone will not increase safety; you need a security system that ensures authorities are called, even if the control panel is destroyed.

Q: Do you have additional setup or installation fees beyond what is stated?

A: No. Part of what sets Trust Alarm Security apart from the competition is our completely transparent pricing model. You order the appropriate Offering for your needs, with the associated Connection Fee and Monitoring Rate. There are no additional installation fees outside your listed Connection Fee. If you decide to move or add more equipment at the installation or a later date, your monthly fees will not increase.

Q: What devices do I need for optimal protection?

A: Since 90% of break-ins occur through the front or back door it is important to ensure that all accessible doors have sensors. Ground floor windows may be protected by individual window entry alerts, motion sensors, or glass break sensors, depending on specific layout and how the system will be used. We offer several equipment packages that you can review to see what we recommend, and you can add any other devices you feel your home needs. Additionally, if you decide down the road that you need more sensors or components you can order and install them with no change to your monthly monitoring fee.

Q: Will the smoke detector notify the fire department if there's a fire while I'm away?

A: Yes, we offer smoke detectors for your home. If these sensors are activated at any time, the monitoring center will attempt to verify an emergency before the fire department is dispatched to your home. There is no extra charge for monitoring of these devices, and if you subscribe to our plans with interactive features, you can also be notified immediately by text or email message that these sensors have been activated.

Q: Can I use a key-chain remote to enable/disable the alarm?

A: Yes. We offer convenient key-chain alarm remotes that allow you to arm or disarm the home security alarm. Order one for each family member to ensure that they can enter or leave your



home easily. Note that when the alarm is deactivated by remote, this disables the Crash and Smash feature