

Huronia



New Year. New Goals. My hope is that there will be lots of goals scored against the teams we're playing in the upcoming **Braestone Winter Classic**, a 3-on-3 charity pond hockey tournament that's raising much-needed funds for the **Simcoe Muskoka Regional Cancer Centre**. Funds raised will help the Royal Victoria Hospital "expand their space, upgrade their technology and provide leading-edge treatment for more types of cancers. All this means less commuting, shorter hospital stays, as few treatments as necessary and reduced recovery times." We're thrilled to be participating as a **sponsor** for this upcoming event, and we're even more excited to be making our way onto the ice as **players**! Joining me out on the pond are Trevor Kerr, Kris Lee, Kurtis Roulston, Taylor Lalonde and Chris Johnson. I've never played 3-on-3, and I am more of a stay-at-home shinny defenseman, which is unusual in itself ... I am hopeful that my team, who has played this version before, will make us look like pros ... while I attempt not to camp out in the crease area. Wish us luck.

~David P. Clark, President



HURONIA FAMILY DAY HOURS OF OPERATION

Please take note of the following dates that Huronia will be CLOSED during the holidays. Our offices will be **closed Monday, February 19th** for Family Day. We will reopen on **Tuesday, February 20th**.

A special thank you goes out to our on-call staff and monitoring station team. **Our 24/7 ULC-listed monitoring station WILL REMAIN OPEN** throughout the holiday season with no interruption in monitoring service. 24/7 emergency support is also available if required.

**REMINDER #1: GETTING NEW WINDOWS OR DOORS
INSTALLED? DO YOU HAVE WINDOW/DOOR
CONTACTS/SENSORS INSTALLED AS PART OF YOUR**

SECURITY SYSTEM? PLEASE CALL US BEFORE YOUR INSTALLATION DATE!

Before scheduling the installation of new windows or doors at your residence, vacation property or place of business, **please call or email our Customer Service team** to schedule a service call ahead of your installation date. Here's why ...

There are usually two times that we need to be onsite during window/door installation.

1. To remove the window/door contact/sensor. In some instances, the window/door installation company will do that, but not always.
2. The second time is before the doors and windows are trimmed out. This allows us an opportunity to make the proper connections, (re)install the contacts/sensors, and not have to remove newly installed and painted trim to hide wires and connections in the window/door jam.

We also ask that our customers instruct their window/door installer not to cut or sheer off the wires when removing the old doors/windows (or at least remind them that the wires are there and to be careful not to cut them!) If the wires are damaged by the window/door installer, we might not be able to fish or splice a new wire for that window/door. This results in us needing to install a wireless contact/sensor, which is an additional cost to you.

If we are aware of the work being done at your location and the timelines in place, this will allow us to be at your location at the proper time to complete our work and ensure your system is working properly.

Customer Service Phone: 844-363-9311, ext. 6623

Customer Service Email: securityservice@huronialarms.com

REMINDER #2: ARE YOU CONSIDERING CANCELLING YOUR LANDLINE SERVICE? OR ARE YOU THINKING ABOUT CHANGING TELEPHONE LINE SERVICE PROVIDERS? PLEASE LET US KNOW SO THAT WE CAN ASSIST YOU WITH A PLANNED CONVERSION SOLUTION TO ENSURE YOUR SECURITY SYSTEM CONTINUES TO FUNCTION.

Changes to traditional telephone landline services may result in the loss of communication signals to monitored security systems should there be a power outage or due to the telephone provider switching to a digital format away from reliable POTS – (Plain Old Telephone System) that results in the NEW telephone line/service not working as it had originally been designed.

Please be advised that in the event of a power outage, if your monitored security system does not have a cellular communicator, your monitored security system may not send notifications about high water alerts, low-temperature alerts, low battery notices, fire alarm, carbon monoxide detector alarms, break-ins, or other security issues.

The question to ask, in advance of making any changes to your existing telephone service is: *"if I change my phone service and the power goes out, will my monitored security system continue to communicate with the monitoring station?"*

To avoid any confusion or loss of service, please DO NOT cancel or make changes to your telephone line provider or telephone service in any way if you have a monitored security system with us. Speak to us first, to come up with a managed transition. **Please call or email our Customer Service team at 844-363-9311, ext. 6623. Or email securityservice@huronialarms.com.**

WE ARE HIRING TRAINED, SKILLED & EXPERIENCED ALARM TECHNICIANS FOR ALL THREE OF OUR LOCATIONS! SOUND LIKE YOU? OR SOMEONE YOU KNOW? HELP US FIND THE NEXT GREAT ADDITION TO OUR TEAM!

To support our commitment to exceptional customer service, we are always looking to have talented people join our team. Some of our best leads have come from our customers, so we are reaching out to you again! We are actively recruiting for the following positions:

- Alarm Technician (Collingwood, Midland & Muskoka) – we are looking for individuals who have been certified through the Canadian Security Association's (CANASA) Alarm Technician Course (ATC).
- Monitoring Station Operator (Midland)

[Click here to submit your resume or to receive additional information about these career opportunities.](#)

We offer a competitive hourly rate (based on related work experience), extended health and dental benefits, RRSP contribution, company vehicle, continuous training and development, uniforms, safety equipment/tools, on-call/overtime pay and the opportunity to work with a great group of people!

Sound like you or someone you know? Send an email to hr@huronialarms.com or contact Human Resources at 705-445-4444 ext. 1113.

We offer an incentive for leads that create viable employment opportunities for our company: three months of free monitoring for the lead; 12 months of free monitoring if we employ the lead through their probationary period; an additional 24 months of free monitoring should the lead remain employed after one year of continuous service.



Huronian

Safe. Secure. And Sound.

Security & Monitoring

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Audio Video

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