



Winter Newsletter

@CustomAlarm @Custom_Alarm @custom alarm @custom alarm

Happy New Year!

As we welcome 2026, we're taking a moment to reflect on the many milestones of 2025. It was another outstanding year of delivering advanced security solutions to our valued customers, and we're truly grateful for the trust you place in us to protect what matters most; your homes, businesses, and peace of mind.

We're also excited to welcome the many new customers who joined the Custom Alarm family this past year. Looking ahead, 2026 brings new opportunities, and our commitment remains the same: providing exceptional service through ongoing training, dependable customer support, seamless installations, and innovative security solutions tailored to your needs.

Here's to a safe, healthy, and happy 2026 for you and those you care about. Thank you for being part of the Custom Alarm journey, we look forward to another great year together.

Start the New Year with a System Check-Up!

The beginning of the year is a perfect time to review your security system and ensure it's optimized for your needs. Here are a few tips to keep your system running smoothly.

RESIDENTIAL SERVICES

- Intrusion
- Interactive Services
- Home Automation
- High/Low Temp Sensors
- Video Surveillance
- Keyless Entry
- Smoke/Heat Detectors
- Life Safety Devices
- Water Sensors
- Plus more, just ask!

COMMERCIAL SERVICES

- Fire Systems
- Fire Inspections
- Intrusion Alarm Systems
- Video Surveillance
- Access Control
- Environmental Sensors
- Interactive Services
- Security Service Plans
- Plus more, just ask!

- **Update Login and User Code Access:** Regularly review your login credentials and user codes to ensure they're up to date. Remove access for individuals who no longer need it and confirm that the right people have access. User codes are essential for disarming your system and unlocking smart locks.

- **Review your Call List:** Check your contact list and make any necessary updates to ensure we can reach the right people in an emergency. To update your Call List, contact our Customer Experience Center at 507.288.5522 (option 2).

- **Check Your System App:** Make sure you can easily access your app to monitor your system, cameras, and connected devices. Staying familiar with the app ensures you're always in control.

Reset

ALARM MONITORING INFORMATION FORM (Customer Call List)

1. Read the entire document. Complete form fields on page one and page two for your records.
 2. Return by email: CEC@custom-alarm.com
 3. If you have questions regarding the form, please call our Customer Experience Center at: 507-288-5522, option 2

Please note, your system will not be monitored until this form is completed and returned.

Account Name: _____ Site Phone: _____
 Address, City, State, Zip: _____

Verify Contacts: On all larger alarm signals, **Text Alert Messages** will be sent to the Verify Contacts to confirm or cancel the alarm. **Text Alert Messages** will come from 507-872-2822. If verification is not received within 30 seconds via text, calls will be made to the listed Contacts in the order provided. If no verification is obtained via phone call, the phone will be disconnected. Verify Contacts are also the only contacts to be notified of Low Priority Mechanical issues such as trouble signals, low batteries, communication issues, etc. Please indicate your preference for receiving mechanical signal notifications below. If no option is selected, we will use text message by default.

Mechanical Notification Preference: Text Message Email Automated Call

To avoid your mechanical notifications being mistaken as spam, please add the appropriate info into your contacts. Texts will come from 507-872-2822, emails will come from MechanicalAlert@customalarm.com, and automated calls will come from 507-872-2822. Please note, all actual alarms will come from a live operator in our monitoring center from our primary phone number: 507-288-5522.

Key Holder Contacts: If Verify Contacts are not available, we will call the following Key Holders. A Key Holder must have a key to your facility, the ability to arm/disarm your system, the contact consent to launch a false alarm, and be willing to respond and meet the substitute requirement in the case of an alarm.

With a V or K, please indicate in the first box for each contact if they are a Verify Contact (V) or Key Holder Contact (K). All Verify Contacts must be at the top of the list. Calls will be placed in the order provided.

Name	Email	Phone Number	Phone Type	Passcode*
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>
			<input type="radio"/>	<input type="radio"/>



If there's anything we can do to assist you, don't hesitate to reach out to our team at 507.288.5522.

Special Offer!

2 MONTHS FREE MONITORING

Are you looking to add to your existing security system?

Don't miss the opportunity to add now and take advantage of our special offer of two months free monitoring after those additional services have been installed.

Stay safe, stay connected, and enjoy peace of mind all year long, no matter where life takes you.



2 Months FREE Monitoring

With any new system or additional services

Limited time offer. Some restrictions may apply.



Scan the QR code to get started!
custom-alarm.com/monthly-special

Light Up the Night with Floodlight Camera

Experience the clarity of a high-quality 4MP video and two-way audio integrated with Floodlights. Benefit from built-in proactive deterrence features with these customizable settings:

- Red & blue warning lights
- Strobe lights
- Loud siren signaling when intruders are detected
- View recordings anytime, anywhere



Great option for video surveillance for your home or business. Detect and deter unwanted visitors. We can help you add this to your current security solutions.

Scan the QR code and mention Floodlight!



Month of Thanks

Throughout the month of November we participated in our annual "Month of Thanks". Each week we visited different law enforcement & first responders in our communities and dropped off some delicious Bunny Cake from Canadian Honker. This cherished annual tradition, allows us to reflect on how truly fortunate we are to have these brave men and women who selflessly put their lives on the line for our communities - and the sacrifices their families make as well. A heartfelt **Thank You** to all our Law Enforcement and First Responders -we deeply appreciate everything you do!



Don't forget these convenient ways to reach out:

Online Payment



Pay My Bill Online

View account invoices, make payments, and create service tickets.

Live Chat



Hi there, have a question? Text us here.



Credit Card Payments

Beginning January 1, 2026, a 3% processing fee will be applied to all credit card payments.

If you'd like to avoid the 3% fee, our team can set you up with ACH/bank transfer payments, or you have the option to send a check. These methods do not incur the processing fee.

We truly appreciate your business and are happy to help you make any changes to your payment method if you'd like.

At Custom Alarm, we take pride in offering you the latest in technology, security news and helpful tips, and much more through our communications. Which is why we want you to stay in touch!

Besides our newsletter, see the latest products, safety tips, and what the Custom Alarm Team is up to by following us on social media.

