



Customer User Guide

*Thank you for choosing Security Instrument.
We consider it a privilege to serve you.*

We deliver a unique one-stop solution featuring a comprehensive selection of systems, monitoring capabilities, and support services customized to meet your specific requirements.

TEST YOUR SYSTEM REGULARY

Please call our central station and an operator will assist you.

Primary Contact Numbers

- Wilmington 302.633.5621 • Milton 302.645.2212
- Dover 302.674.2261 • Toll Free 800.244.2261

Our automated answering system is as easy as 1234

- Option 1** – Connects you to our **Central Station**
- Option 2** – Connects you to our **Customer Service**
- Option 3** – Connects you to our **Administrative Services**
- Option 4** – Connects you to our **Sales Services**

ADMINISTRATIVE SERVICES

Wilmington 302.633.5621 opt 3
Toll Free 800.244.2261 opt 3

Our business hours are from 7:30 am to 4:30pm Monday-Friday.

Please call us if wish to obtain account information, review or pay an invoice. For your convenience we accept Visa, Master Card, Amex, or you may set-up a direct debit account. Requests for Information related to your agreement should be made through our administrative office. Your file will be reviewed and the appropriate information will be provided.

CENTRAL STATION SERVICES

Your monitoring services are being provided from our U.L. listed, Factory Mutual approved, Central Station.

You may contact us 24/7 at the numbers listed below.

Wilmington 302.633.5621 option 1
Toll Free 800.244.2261 option 1
Direct 302.998.2261

Cancellation of Accidental Alarm

To cancel an accidental alarm, please deactivate your system and call our Central Station. Please have your personal pass-code ready so our operator can verify your authorization.

Two-Call Verification “Helps Reduce False Alarms”

Intrusion alarms (not panic, hold-up, or fire)

Upon receipt of an Intrusion detection type signal, if we are unsuccessful in reaching an authorized person on the first call to your home or business, we will also place a call to a second designated phone number prior to dispatching police. This will help reduce false dispatches in many situations including: *construction projects, rescheduled or new janitorial services, late meetings, special events, out of town visitors, and more.*

Securing What Matters ... Since 1960

Corporate Office: 309 W. Newport Pike, Wilmington, DE. 19804

CUSTOMER SUPPORT CENTER

Repair and System Services

Our customer support group will assist you with your system support requirements including; scheduling of repair or inspection services, system activity or usage information, administration of your contact list, personnel authorization changes, and opening & closing schedule changes. Our standard business hours are from 8am to 4:30pm Monday-Friday.

Wilmington - 302.633.5621 option 2

Toll free - 800.244.2261 option 2

Milton 302.645.2212 • Dover 302-674-2261

Email at service@securityinstrument.com

After Hour Emergency Service

We maintain a 24/7 on call service staff to handle your emergency service needs. Requests for after hour service are made directly through our Central Station operation by calling your local office or the following numbers.

Wilmington 302.633.5621 option 2

Toll free 800.244.2261 option 2

Emergency service rates may apply. Please provide your name and/or company name, service location, contact number and a brief description of the problem. Our technician will return your call promptly to assess the situation and help determine the appropriate action.

Call list & User Authorization Changes

This information should be reviewed and updated regularly. For call list changes or user authorization additions or deletions you can either email your request to central@securityinstrument.com or fax your detailed change request to 302-994-5072. When requesting a change, please provide your name and contact information so we can verify authorization.

SALES SERVICES

For new installations, system expansion, modification, additions, or central station services.

Wilmington 302.633.5621
Milton 302.645.2212
Dover 302.674.2261
Kennett 610-444-2261
Toll Free 800-244-2261
Email sales@securityinstrument.com

PRODUCTS & SERVICES

*Design & Engineering • Installation • Monitoring
Inspections • Repair & Support Services*

**Intrusion • Fire • CCTV • Access Control
Residential • Commercial • Institutional • Industrial**

U.L Listed, FM Approved, Central Station

- User & Activity Reports
- SI Web-Link Service
- Wireless Communications
- UL Certified Systems

www.securityinstrument.com

TEST YOUR SYSTEM REGULARY

Please call our central station and an operator will assist you.