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# 1 What we do

MPAlarm offers complete installation and integration services for a wide range of custom and standard Low Voltage Systems, including but not limited to AUDIO, VIDEO, DATA, VOICE, AUTOMATION and SECURITY Systems. We can custom design a system for any application.

<p><b>Audio</b></p> <ul style="list-style-type: none"><li>❑ Home Theater</li><li>❑ Surround Sound</li><li>❑ Multi-Room Audio</li><li>❑ Music Servers</li><li>❑ iPod, iPhone &amp; iPad Integration</li><li>❑ Outdoor Audio</li><li>❑ Commercial Cinema Audio</li><li>❑ House of Worship Audio</li><li>❑ Pro Stage &amp; Studio Services</li><li>❑ Acoustical Treatment</li></ul>	<p><b>Video</b></p> <ul style="list-style-type: none"><li>❑ Home Theater</li><li>❑ Screen Projection Systems</li><li>❑ Glass Projection Systems</li><li>❑ Media Servers</li><li>❑ Multi-Room Video</li><li>❑ Digital Signage</li><li>❑ Video Intercom</li><li>❑ Video Conferencing</li></ul>
<p><b>Voice</b></p> <ul style="list-style-type: none"><li>❑ VOIP Telephony</li><li>❑ Analog Telephony</li><li>❑ PBX Systems</li><li>❑ Emergency Phones</li><li>❑ Elevator Phones</li><li>❑ Intercom</li><li>❑ Nurse Call Systems</li><li>❑ Cell Phone Boosters</li></ul>	<p><b>Automation</b></p> <ul style="list-style-type: none"><li>❑ Home &amp; Business Control Systems</li><li>❑ Audio &amp; Video</li><li>❑ HVAC</li><li>❑ Lighting</li><li>❑ Security</li><li>❑ Shades &amp; Drapery</li><li>❑ Remote Control Systems</li><li>❑ iPad Control Systems</li></ul>
<p><b>Security</b></p> <ul style="list-style-type: none"><li>❑ Burglar Alarm &amp; Intrusion Systems</li><li>❑ Access Control</li><li>❑ Intercom</li><li>❑ Nurse Call Systems</li><li>❑ CCTV</li><li>❑ Networked Video</li><li>❑ Surveillance Cameras</li><li>❑ Video Analytics</li><li>❑ License Plate Recognition</li><li>❑ Thermal Imaging</li><li>❑ Biometrics</li><li>❑ Environment Monitoring</li></ul>	<p><b>Data</b></p> <ul style="list-style-type: none"><li>❑ Local Area Network</li><li>❑ Wide Area Network</li><li>❑ Wired &amp; Wireless Networking</li><li>❑ Indoor &amp; Outdoor WIFI Networks</li><li>❑ Network Testing &amp; Certification</li></ul>



We work diligently with our clients during all phases of the project to ensure highest level of customer satisfaction. We are with you from Design to Installation to Customer Training, every step of the way, ensuring the project is completed on time and according to highest industry standards

MPAlarm offers the following comprehensive services for all Commercial, Industrial & Residential clientele:

## **2 Consultation**

MPAlarm will help you plan and decide which equipment and services are right for you with a free on-site consultation and a free estimate. We promise that we will meet or beat your projected budget for the project, ensuring the project never goes over budget with unexpected costs or unnecessary services and equipment.

## **3 System Design**

MPAlarm can help you plan and design a particular system or several systems to work together in harmony. Our technicians are highly trained in industry standards and constantly attend factory training sessions, ensuring you get the best suited system for your particular application and budget.

## **4 Wiring & Cabling**

MPAlarm offers the following comprehensive wiring & cabling services:

- New Construction Structured Wiring
- Retrofit Wiring
- Plenum and all Fire Rated Cabling
- Conduit Installation
- Trenching and Aerial Cabling

## **5 Systems Integration**

MPAlarm is an in an industry leader in systems integration bridging hardware and software systems and ensuring ease of use and interoperability. We design and integrate hardware/software systems

for control of any application or environment. We design robust systems with the end user in mind for total control of Audio, Video, Lighting, Heating & Air Conditioning and Security Systems. From simple remote controls to advanced touch screen systems, our systems offer reliable, trouble free operation but most importantly are extremely easy to use. Need total control in your home or business? give us a call to discuss your options.

## **6 Programming**

Hand held remotes, advanced Touch Screens or control from your iPad or iPhone. From simple buttons to advanced graphics, we do it all. We can custom design and program all remotes and most systems available on the market today. Custom applications are our specialty. We like challenging and interesting stuff.

## **7 User Training**

As part of our commitment to our customers. MPAlarm offers free initial system training and system diagrams after the completion of the project. We ensure our customers can operate their system before we leave their doorstep. Advanced user training is also available for those wishing to have more than just basic knowledge of their system.

## **8 Technical Support & Maintenance**

MPAlarm offers comprehensive Technical Support & Maintenance contracts for it's Business as well as Residential Customers. MPAlarm will make sure your equipment is functioning correctly long after the manufacturer warranty runs out.

*Here are some of the contract benefits:*

- Phone Support
- Email Support
- On-Site Support
- After Hours Support
- Equipment Service
- Equipment Maintenance

- Replacement and/or Loaner Equipment

We can custom design a support contract for any system or service received from us.

## 9 Extended Equipment Warranties

MPAlarm offers Extended Warranty Plans for all of its System Integrations and Services. We will give you peace of mind years beyond the Manufacturer's Warranty. We offer 3 and 5 year plans at very affordable prices. With an Extended Warranty Plan, we got you covered! In the event of a system failure you can be up and running in no time. So don't get stuck with a high repair bill, get coverage right away.

*Coverage Plan features:*

- 100% Parts & Labor Coverage
- Toll Free Customer Service, 7 days a week
- Complimentary replacement if product fails 3 times for the same reason
- Coverage is fully transferable to new owners of product

*The following is a true customer testimonial:*

I bought a spiffy new 50" Plasma TV 5 yrs ago. It was a great looking 720p panel – 'cutting edge' at the time. The manufacturer's warranty was 1 year. I don't usually buy extended warranties, but this was a big investment for me and if this thing bombed after 2 years... Needless to say, I would not be happy. So I bought a 5 year extended warranty.

Last December, we set up the TV to stream the family photos & movies from our TiVo during our holiday Christmas dinner. **Uh oh...where did those pink clouds come from? And what are those sparkles in the shadows?** Well, I'm a smart 'industry guy' so maybe a little calibration will fix it... No luck.

Over the next few weeks the picture got worse – blocky and pasty.  
**Wait! Where's that extended warranty?**

Long story short...

I found the extended warranty and made the phone call. A service guy came out, and **the next thing I knew I got a call from Full Circle saying that they are shipping me a brand new Panasonic Plasma 50" GT25 with 1080p & 3D & Vierra Cast Network Features!**

**WOW - that was the best \$350 retail investment I ever made!**  
Not only was I serviced super quick, but I got an awesome upgrade on top of it. Obviously, I turned around and bought another Full Circle extended warranty for the new TV.



This is my true story. I've got that big beautiful Panasonic Plasma hung on my wall right now! (oooooh....1080p..... oooooh..... Deep blacks..... oooooh.... streaming network content ..... oooooo.....3D – er, the 3D gives me a headache but I'm not complaining).

Lee Coffee