



Fire and carbon monoxide safety for pets: Protecting your furry friends

Just like humans, our pets are at risk in the event of a fire or carbon monoxide leak and it's important to prepare and protect them. Here's how you can help your pets stay safe from these hazards.

UNDERSTANDING THE RISKS

Fire

Pets can sometimes get into trouble by chewing on cords, knocking over candles, or getting too close to hot stoves. Fires can spread quickly, and pets can easily become trapped or disoriented in the chaos.

Smoke

Smoke from a fire contains harmful chemicals and can lead to respiratory issues. Pets, especially those with pre-existing health conditions, are at risk of severe respiratory distress from smoke inhalation.

Carbon monoxide

Carbon monoxide (CO) is a colorless, odorless gas that can be deadly if inhaled in large quantities. The main sources of CO in the home come from fuel-burning appliances such as clothes dryers, water heaters, furnaces, fireplaces, and gas stoves and ovens. Like humans, pets are vulnerable to CO poisoning and may not show symptoms until the gas has already caused harm.

TIPS TO PROTECT YOUR PETS

- Create a fire escape plan and include your pets when you practice. Regular fire drills will help them become accustomed to the process and the sound of the smoke sensor. Pick a specific location for all people and pets to meet outside of your home.
- Keep pets away from candles, lamps, and space heaters.
- Have a 'pet-free zone' of at least three feet around the fireplace.
- Keep an eye on your pets to be sure they do not chew on electrical cords.
- Know the signs of CO poisoning: vomiting, labored breathing, drowsiness, lethargy, bright red skin, gums and ears, and lack of coordination.
- Install monitored smoke and CO sensors. Heartland Security's monitored sensors automatically alert dispatchers, who will alert you and emergency services as soon as the sensors go off. Our monitoring center will send first responders to help get people and pets out of harm's way.

By implementing these safety measures and preparing for emergencies, you can help protect your furry friends from harm. Call Heartland Security at 888-264-6380 to order smoke and CO sensors today!



Why it's important to respond to automated calls from your monitoring center

Your security system is monitored by highly skilled, certified professionals 24/7/365. This means whether you are home or away, your system will alert you, the monitoring center, and if necessary, emergency services if there is a problem..

Heartland Security systems are designed to send a signal to the monitoring center when a sensor is triggered, or a problem occurs with the equipment. These signals are prioritized based on type. System status signals are an example of a lower-priority signal. If a low-priority signal is sent from your security system, you will be notified by our automated calling system rather than a dispatcher. Some examples of low-priority signals include:

- Low battery
- Trouble communicating
- A device being tampered with
- Loss of power

If you receive one of these calls or texts, it is important to acknowledge the call — you will need to press 1 when prompted. Acknowledging the call will then document in the monitoring center that you are aware of the signal. If our monitoring center receives a high-priority signal, you will be contacted immediately by our dispatchers. These signals may indicate:

- A breached entry point
- Breaking glass
- Sensed motion
- The presence of smoke or carbon monoxide.

Some final reminders

- Add 763-477-4275 and 833-481-2040 to your contacts and respond to calls or texts from those numbers.
- Keep your contact information current, so calls and texts go to the correct number. If you need to make updates, call Heartland Security at 888-264-6380.

Thank you for your business with Heartland Security!

HSS Info Corner with Jody Wells



Most security systems installed by Heartland Security are monitored by WH International Response Center (WHIRC) — a leading national monitoring center. We asked Jody, a former 911 dispatcher and current WHIRC administrative support specialist, why are security monitoring centers important? “Many different types of call centers, including 911 dispatch centers, have high priority calls and non-verified emergency calls are not their first priority. They must prioritize the verified emergency calls first. Alarm monitoring centers, like WHIRC, help make emergency dispatch faster and more accurate. That is why WHIRC is so important. Most of WHIRC’s calls are outbound to see if our customers need help once we receive their alarm signal. We also monitor and act on high/low temperature alarms These types of alarms help prevent loss of property and income.”

Learn more about WHIRC at whirc.com.

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REAL PEOPLE, REAL LOCAL

John

Alarm Technician



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- Security
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- Medical Alerts



What our customers are saying

The sales experience was low key and all of our questions/concerns were addressed appropriately. Our experience with the installation process was very positive and the service tech did a great job and answered all of our questions. We are very pleased with our security system.

- Randy and Linda W.

How-to videos

Need help replacing sensor and smoke sensor batteries? Check out our how-to videos. Either scan the QR code or go to bit.ly/3B4Xled (link is case sensitive).



October special!
Buy one smoke sensor, get one **FREE**



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Automate your payments



Automate your bill payments to pay your bill on time without any effort. You can have your checking or savings account or your debit/credit card drafted. Bills will be processed on the 15th of every month.

Update your contact information

Please provide the best contact information to reach you. Adding your email address will give you access to online services like viewing invoices and service tickets.

To confirm or update your contact information, call our office at 888-264-6380.