



COMPARISON

HOW DOES BAY ALARM STACK UP AGAINST OTHER SECURITY COMPANIES?

Bay Alarm

VS.

Others

Family Owned and Locally Operated

Bay Alarm Company was founded by the Westphal family in 1946. Now in its third generation, Bay Alarm is the largest, independently owned security company in the nation. We protect over 110,000 families, homes, and businesses, while offering local-based, personalized service.

Many security companies are owned by a parent company and are not truly "local." Bay Alarm has a ground-level familiarity with the neighborhoods we serve, along with close relationships with local law enforcement officials that protect them.

Centrally-Located Monitoring Station

Our monitoring stations are strategically located near our service areas. We use only professionally trained Bay Alarm agents. And our central station is UL-listed, FM approved, and CSAA Five-Diamond certified, meaning it's met the highest standards of operation, customer service, and employee education and testing.

Some security companies have monitoring stations far from their branches, so response times may be slower. And not all security companies hold the CSAA Five Diamond distinction.

24-Hour Emergency Repair Service

Should something go wrong with your system, we have personnel available 24 hours a day, 365 days a year to assist you.

Other security companies may use subcontractors for repair calls. Bay Alarm uses only our own highly trained technicians, who are standing by to respond to your call 24 hours a day.

Local Sales & Service

Bay Alarm's local branch offices are strategically situated throughout our service areas. In fact, most of our customers are within an hour's drive of a branch office, ensuring prompt service. Bay Alarm also has longstanding relationships with your local fire and police departments. We know your neighborhood because we are part of your community.

Many alarm companies are located far from their customers. This means your service calls could be routed to the Midwest or East Coast and fulfilled by a contractor with no knowledge of your neighborhood. With Bay Alarm, you can rest assured that we use our own technicians. They're locally based, highly trained, and thoroughly background-checked.

Comprehensive Security Solutions

We offer a wide variety of burglar alarms, fire detection systems, video surveillance, and keyless access systems. Your Bay Alarm sales representative can help you custom design an effective security solution to meet your needs.

Some companies offer a single service or product (such as CCTV cameras) and may use independent contractors to provide others. As a dedicated, full-service alarm company, Bay Alarm has turnkey solutions for both residential and business security and fire protection needs.

Bay Alarm

VS.

Others

90-Day Satisfaction Guarantee & One-Year Warranty

If you are not satisfied with the workmanship, equipment, performance, or customer service associated with your Bay Alarm system, you may receive a full refund within the first 90 days. We also include a one-year warranty covering all parts and labor on repairs and service due to normal wear and tear.

Not all security companies offer a full refund after 90 days, or a 1-year warranty on parts and labor for normal wear and tear.

Employee Background Checks

All Bay Alarm employees have been thoroughly background-checked, drug-screened, and satisfy all state and local licensing requirements.

Different security companies have differing standards for qualifying their employees. As a local family-run business, Bay Alarm's reputation rests with the integrity of our employees – which is why our hiring standards are the toughest in the industry.

Highly-Trained Professionals

Bay Alarm is dedicated to hiring and training top notch security professionals. We require extensive classroom and on the job training to keep our employees updated on the most current product offerings. The average Bay Alarm representative has over 220 hours of professional training.

“Expertise” is a claim made by many security companies. But not all security companies require their installers and technicians to undergo the rigorous training and ongoing education that Bay Alarm requires.

Commitment to our Customers, Employees, and Industry

Every Bay Alarm employee is dedicated to the highest measure of quality. We constantly strive to ensure that our products, workmanship, and services exceed your expectations.

Some security companies sell their systems through resellers who renounce their obligation to the customer after the term of the contract. We pledge ourselves to serving our customers for as long as they have a Bay Alarm security system.

Insurance Savings

You may receive up to 20% savings on your home or business insurance premium with a monitored alarm or fire detection system.

Not all types of video surveillance systems are professionally installed and monitored and thus will not qualify you for a discount on your insurance premiums, such as DIY and/or self monitored systems.



Want more information about transferring your security system and service? Visit bayalarm.com/moving, or call us at (800) 610-1000.