

C u s t o m e r S e r v i c e

> Your **After-sales**
Guide



Effective tools,
for a simplified
Security !

Visit us online !

"Customer Service" section



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www.imotionsecurity.com



Dear client,

Thank you for choosing iMotion Security as your partner in safety.

You will find in this after-sales guide, a range of information to familiarize yourself with our services and to help you better understand the opportunities available to you as an iMotion Security customer.

In a constant changing market, where customer satisfaction is and will remain our first priority, the desire to continuously improve the performance of our business continues to be an important element that we must always take into consideration.

If you have questions or comments, please feel free to contact us or send us the customer satisfaction form at the end of this after-sales guide.

Please accept, dear client, the expression of our distinguished feelings.

Welcome to iMotion Security !

Thank you for your trust!





Our Organization

iMotion Security's relentless commitment to impeccable service resulted in a substantial increase in shares of a highly competitive market. Focused on maintaining the highest level of proficiency, our advisors and technicians constantly attend different manufacturer presentations in order to offer our customers cutting edge digital security technology. Our expertise, our savvy advice in security matters and our ability to understand our customer's needs mean that we can always offer the best possible results and the most value for your money.

« We take responsibility for upholding customer confidence very seriously. By combining our different areas of expertise to generate reliable results, we make sure we offer our customers the most adaptable, dependable and innovative technology currently available. »

Frédéric Abenaim, Chief Operating Officer





Access our customer tools directly online, from our website!

You will be pleased to learn that we have available online, a series of useful client documents to facilitate your use and understanding of the iMotion products and services.

Documents and media



You will find in our Customer Service section, a large database of corporate documents and client-forms - All very useful and ready for quick download !

User guides and manuals



You'll find User manuals and Guides for programming various alarm systems sold by iMotion security.

Software downloads



Is available for download, a variety of softwares for the maintenance and quick update of your digital surveillance system, better known as DVR.

Our Website:

www.imotionsecurity.com



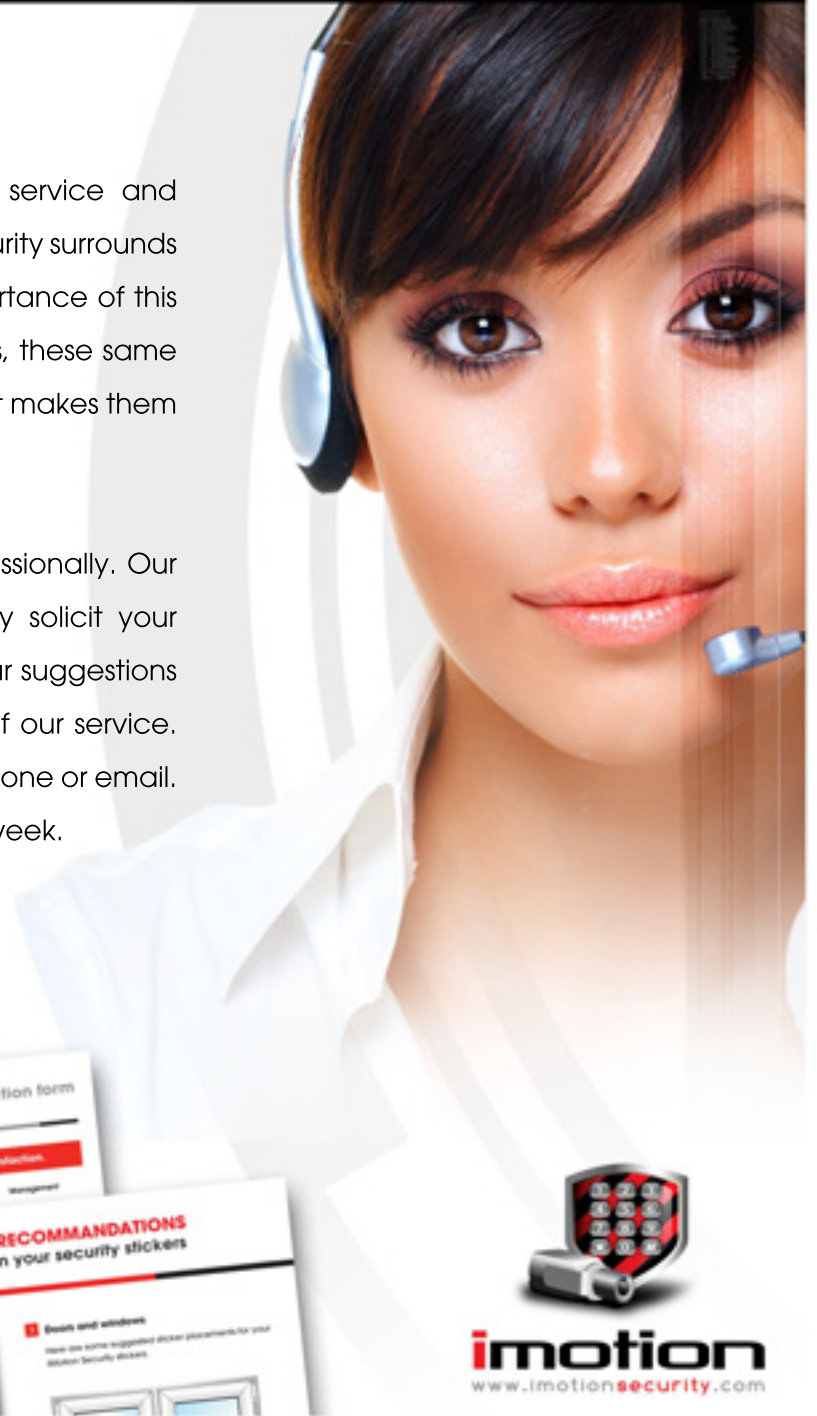
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Customer Service

Our customers rely on an outstanding level of service and support to meet their needs. This is why iMotion Security surrounds itself with the finest people, conscious of the importance of this service and support. To better serve our customers, these same people profit from an ongoing training process that makes them exceptionally proficient.

It is our mission to serve you responsibly and professionally. Our staff is equipped to do just this and we actively solicit your opinions on our performance as well as noting your suggestions so that we can continue to improve the quality of our service. Our technical support team is easily reached by phone or email. You can also contact us 24 hours a day, 7 days a week.



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Central Video Monitoring Station

An emergency can happen at any time, day or night. Protect yourself by relying on iMotion Security for all your security needs. At our central video monitoring station, we have highly professional and experienced staff available at all times: 24 hours a day, 7 days a week.

Our equipment has safeguards and multiple redundancies, making it possible for us to always provide the services you expect. Treat yourself to a virtually uninterrupted security service and technical support in real time by proven security professionals.

CENTRAL VIDEO MONITORING STATION



Our Services

- Anti-intrusion alarm control
- Distress signal control
- Critical conditions control



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Pass Numbers for Monitoring Center

Quick reminder cards



REMINDER CARDS

In the eventuality that the monitoring station needs to contact you, following an incident at your home or business, you will be able to authenticate yourself by providing your user password. To make sure you do not forget this password, we can provide you and all users of your security system with a series of reminder cards.

Once completed, be sure to put this card in a safe place, away from prying eyes.





Mobile Service Unit

For your convenience iMotion Security provides competent service technicians who will execute all installation, maintenance and repair tasks that your alarm, video monitoring, access control, or other system, may need. Well-trained to handle cutting edge security technology, they make routine inspections and will thoroughly teach you about any alarm system installed in your home or your business.

iMotion Security has a large fleet of mobile service units. All of our trucks are equipped with a wide range of tools, parts and accessories. So, our service technicians can work professionally and efficiently from the very first service call, and this, according to the highest quality standards of the industry.

Our Commitment

iMotion Security is proud to offer the most exacting customers unrivalled customer support. With this goal in mind, our commitment is based upon the following pledge: prevention, quick response, efficiency and performance. Thank you for considering iMotion Security's products and services. We guarantee we'll make every effort to satisfy your highest demands.

Put Us to the Test !





Safety Grilles

Each person should be able to leave their home, their store or their business without worrying about burglars and vandals. iMotion Security can guarantee you this precious peace of mind. We offer you a wide range of security options: for warehouses, residential and commercial doors and windows, locking systems, computer protection, etc..

If you wish to secure the doors and windows of your home or business with safety grilles in keeping with the look of your home or place of business, iMotion Security has a wide range of grillwork that will suit your needs.

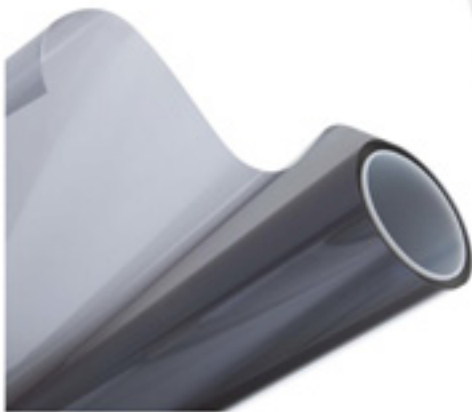
Protective Window Film

We offer a safety film product that protects your windows and your doors. Used by banking establishments, this product reinforces the glass by the means of a super strong adhesive that forms a molecular bond with the glass, holding it together even after several impacts.

Though the glass may break or crack, it will remain stuck to the film and, in most cases, will remain intact within the frame. Elastic, tear and break resistant, this protective film prevents objects from breaking through the glass.

Practically Impenetrable

Used with some alarm systems, the protective film helps to trigger an alarm with the first impact. Meanwhile, access is still impossible. Repeated attempts will just make more noise while the intruder will need more time to successfully break-in.





Video Monitoring an effective security tool !

Our video monitoring systems provide you with the necessary tools to make sure your day-to-day operations run smoothly and to ensure protection for such operations.

Video monitoring equipment is a strong theft and fraud deterrent and an indispensable tool for making the best choices in difficult management situations. iMotion Security has a complete digital monitoring line that helps you achieve unprecedented levels of organization and control, allowing you to access your data wherever you are personally situated in the world.

DVR - Digital Video Recorder

These days, image quality is very important. Most of our customers now need to closely examine recordings and, especially, images - including reading license plates and identifying people and objects. A superior resolution, therefore yielding cleaner images and clearer and more precise information, results in a significant improvements in the speed, precision and reliability of imaging.



No more costly and messy cassettes!

Replacing conventional closed-circuit recorders with an iMotion Security digital video recorder (DVR) is a clear choice



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INSTALLATION RECOMMENDATIONS

Where to Place Your Security Stickers



> Power Block

Place your sticker on your alarm system power block so that no one unplugs it by accident.



> Keypad

Place the monitoring station sticker on the inside cover of your keypad (see fig. 1) or on the outside of the cover (see fig. 2) so you'll always know where it is.



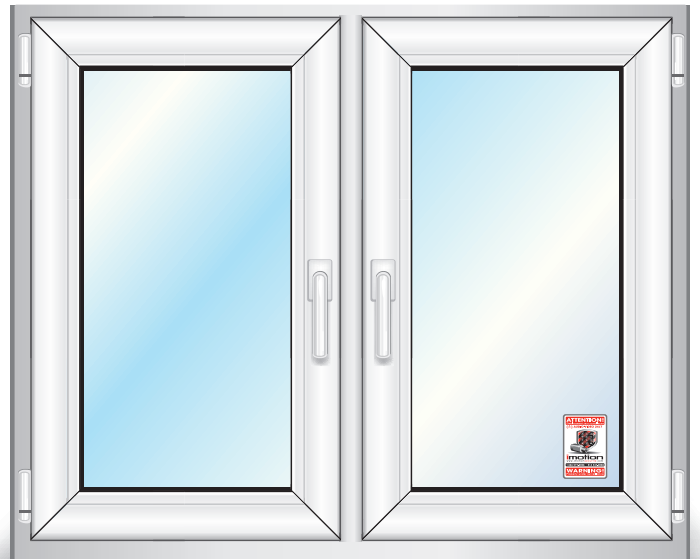
INSTALLATION RECOMMENDATIONS

Where to Place Your Security Stickers



> Doors and Windows

Here are several ways to place your main ID stickers - for home or business.



Residential doors



Commercial doors





Important numbers and emails

Montreal Office

Telephone: **514.337.0008**
 Toll free: **1.866.519.0008**
 Fax: **514.335.5408**
 Email: **info@imotionsecurity.com**



1955, Côte-de-Liesse, suite 109A, St-Laurent (QC) Canada H4N 3A8

Quebec City Office

Telephone: **418.266.7852**
 Fax: **514.221.3211**
 Email: **quebec@imotionsecurity.com**



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South Shore Office

Telephone: **514.337.0008 - ext 335**
 Toll free: **1.866.519.0008**
 Fax: **514.335.5408**
 Email: **southshore@imotionsecurite.com**



997, boul. Legrand, Chambly, (QC) Canada J3L 1W2

Alarm Monitoring Central

24H Monitoring Central

Central (local): **514.631.3355**
 Central (toll free) **1.877.336.3130**





Important numbers and emails

Sales Department

Telephone: **514.337.0008, ext.330**
Toll Free: **1.866.519.0008**
Fax: **514.335.5408**
Email: **sales@imotionsecurity.com**



Accounting / Billing

Telephone: **514.337.0008, ext.328**
Toll Free: **1.866.519.0008**
Fax: **514.335.5408**
Email: **accounting@imotionsecurity.com**



Technical Support - alarm

Téléphone: **514.337.0008 ext.326**
Sans frais: **1.866.519.0008**
Télécopieur: **514.335.5408**
Courriel: **alarme@imotionsecurite.com**



Technical Support - Cameras & DVR

Telephone: **514.337.0008, ext.327**
Toll Free: **1.866.519.0008**
Fax: **514.335.5408**
Email: **camera@imotionsecurity.com**





Free Quote request

Security products and services

For information about iMotion products and services, please tick the boxes of products and services that interest you. A technical representative will be happy to contact you as soon as possible.

Name :

Telephone:



Camera & DVR

Access Control

Security Grilles

Personal Emergency System - CallGard®

Telephony

Built-in Microphones and Speakers

Other (Please specify) _____

Alarm Systems

Structured Cabling

Window Protective Films

Home Automation

Alarm Monitoring

You can complete a similar form via our website,
or send this one by fax at **514 335.5408**



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