

**WELCOME TO  
THE FAMILY!**



**JOHNSBROTHERS  
SECURITY™**

LICENSE ID DCJS #11-1918 | NC #490218 CSA

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# THANK YOU

We would like to take this opportunity to welcome you to Johns Brothers Security.

We are honored that you have chosen us to help protect what is most important to you. Thank you for your business and we look forward to serving you for many years to come.

**DWIGHT C. SCHAUBACH**  
PRESIDENT





## LET US SHOW YOU AROUND

We have put together this informative, new customer guide that will give you all the information you need to feel right at home.

We are here to help you every step of the way. If you feel you need additional help, please don't hesitate giving us a call.

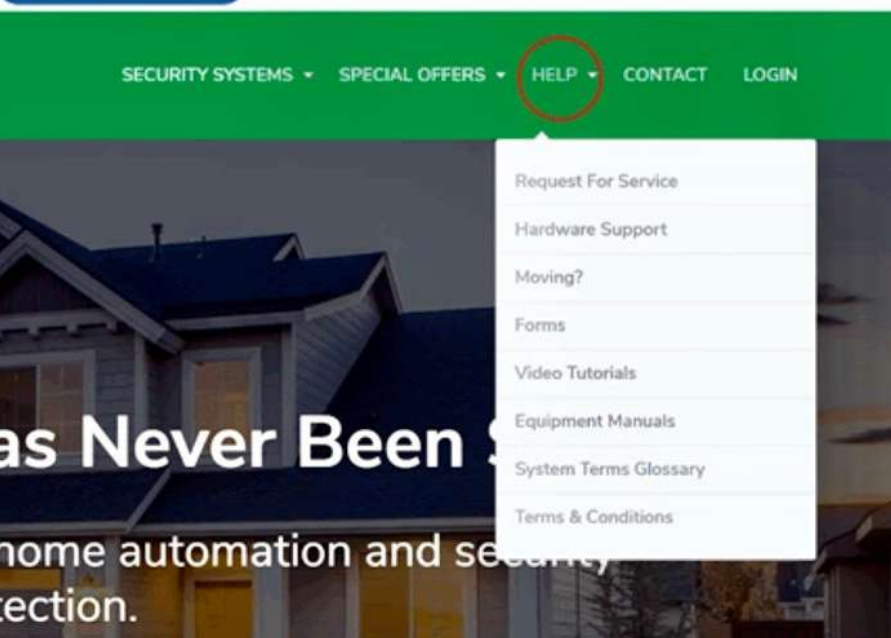


**(757) 852-3300 (Local)**

**(800) 242-9760 (Toll Free)**



**(800) 242-9760**



## TAKE A PEEK AT OUR WEBSITE

Visit [johnsbrotherssecurity.com](https://johnsbrotherssecurity.com) if you are looking for equipment manuals, forms, or video tutorials.

Simply click HELP and a dropdown with all of your options will be displayed.

You can find other helpful videos on YouTube on our [Johns Brothers Security YouTube Channel](#).

# WE'RE HERE 24/7 KEEPING AN EYE ON WHAT MATTERS MOST TO YOU.

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In the event an emergency occurs, our Central Station Monitoring Center is a 24 hour facility and will call you to verify an alarm and dispatch help. In the case that you experience a false alarm and do not need the authorities dispatched, simply provide your account password to a team member in our Central Station Monitoring Center. It is very important that everyone using your system knows the password.

If you have a monitored security system with us, you will want to program our telephone number into your phone and save our email address.

## CENTRAL STATION MONITORING CENTER

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**(757) 852-0620 (Local)**  
**(800) 242-9760 (Toll Free)**



[central@johnsbrothers.com](mailto:central@johnsbrothers.com)

[Central Station Contact List](#)

[Explanation of Central Station Monitoring Procedures](#)

[City Registration Forms](#)



# PREPARING FOR THE INSTALLATION OF YOUR NEW SYSTEM

We know how valuable your time is and we want to make the installation of your system a stress-free experience. Here are some easy, but important things you can do to prepare.

## 1. Mark the day on your calendar

Shortly after you have completed the paperwork with your sales representative, we will contact you to arrange the installation date. Please save the day and time on your calendar. If something changes and you need to change the date, please call us at **(800) 242-9760**.

## 2. Download the mobile app

During the installation of your new system, our Certified Technician will show you how to download and use our interactive mobile app, powered by Alarm.com. This app is our way of keeping you connected to your property and the system protecting you, no matter where you are.

Click the icon below that matches your smartphone or tablet operating platform to download the free app.



## 3. Take a TEST DRIVE

Once the mobile app is downloaded to your smart device, enter the following username and password on the login screen of the app to start our Virtual Demo.

**Username:**

**JohnsBrothersSecurityIncDemo1**

**Password:**

**JohnsBrothersSecurityIncDemo1Password1**

Don't worry, you won't hurt anything. This isn't an actual system.

We created this Virtual Demo with Alarm.com to provide our customers an opportunity to get familiar with the mobile app before the installation. The mobile app is very intuitive and easy to understand. Enjoy the ride!

The Virtual Demo may have smart equipment that you did not purchase. If you see a product that you would like to learn more about or have added to your order before the installation, please contact us at **(800) 242-9760** and we will give you all of the information and pricing.



# REGISTER YOUR NEW ALARM SYSTEM

After your new alarm system is installed, check your local municipal laws regarding alarm systems. Some municipalities require registration and may impose fees for false alarms. Below are links to known municipality ordinances and registration forms. Please reach out to your sales representative or call 757-852-3300 if you have any questions.

## ***VIRGINIA***

[Suffolk](#)

[Isle of Wight](#)

[Virginia Beach](#)

[Norfolk](#)

[Richmond](#)

[Midlothian](#)

[Hanover County](#)

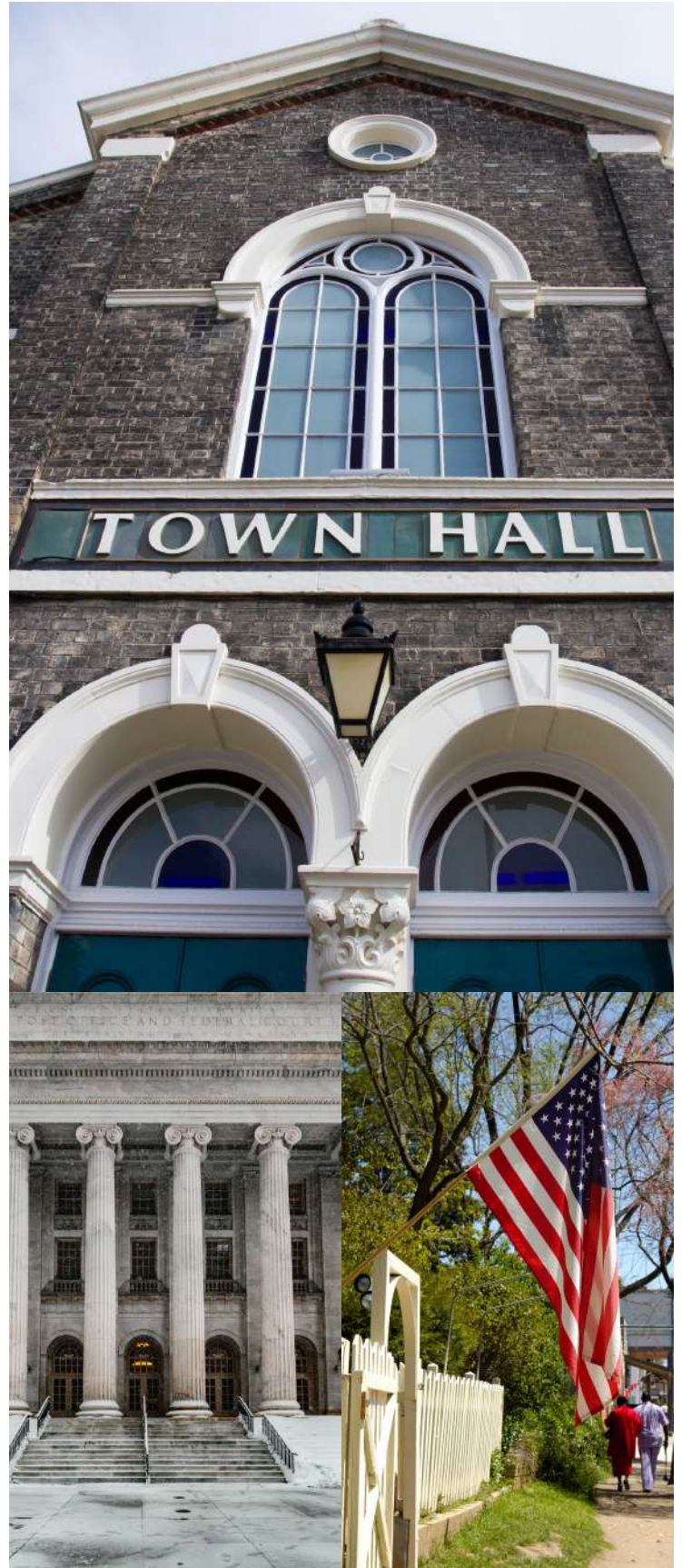
[Henrico County](#)

## ***NORTH CAROLINA***

[Duck](#)

[Kitty Hawk](#)

Nags Head- [Contact Directly](#)



## MAKE SURE YOU GET YOUR CERTIFICATE OF INSTALLATION

Many insurance companies offer a discount if you have a monitored security system installed. They often require a Certificate of Installation as proof to honor any discounts they offer.

Feel free to email your request to us at [central@johnsbrothers.com](mailto:central@johnsbrothers.com) or call us during our normal business hours at **(757) 852-3300**.

We will prepare your certificate and send it to you or your insurance provider by mail or email.



**(757) 852-3300 (Local)**  
**(800) 242-9760 (Toll Free)**



[central@johnsbrothers.com](mailto:central@johnsbrothers.com)

## THE SIGN OF SOLID PROTECTION

Yard signs and stickers are an effective visual deterrent and are recommended on all installations. Our staff will make sure you receive yours either before or during your installation.

If we have somehow missed the opportunity to give you yours, please contact our office and we will make arrangements to have yours brought to you.

*Protected By*

**JOHNSBROTHERS  
SECURITY™**

[johnsbrotherssecurity.com](http://johnsbrotherssecurity.com)  
Local ☎  
24 Hour Monitoring  
License ID #2447-CSA, #1368-CSA



# HOW TO SETUP ONLINE PAYMENT

Setting up your online account is quick and easy

## Step 1:

Your first invoice will have your customer number on the statement. You will need this number during the setup of your account.

## Step 2:

From your smartphone or tablet, go to [johnsbrotherssecurity.com](https://johnsbrotherssecurity.com). Scroll to the bottom of the page and select **Customer Login**.



## Step 3:

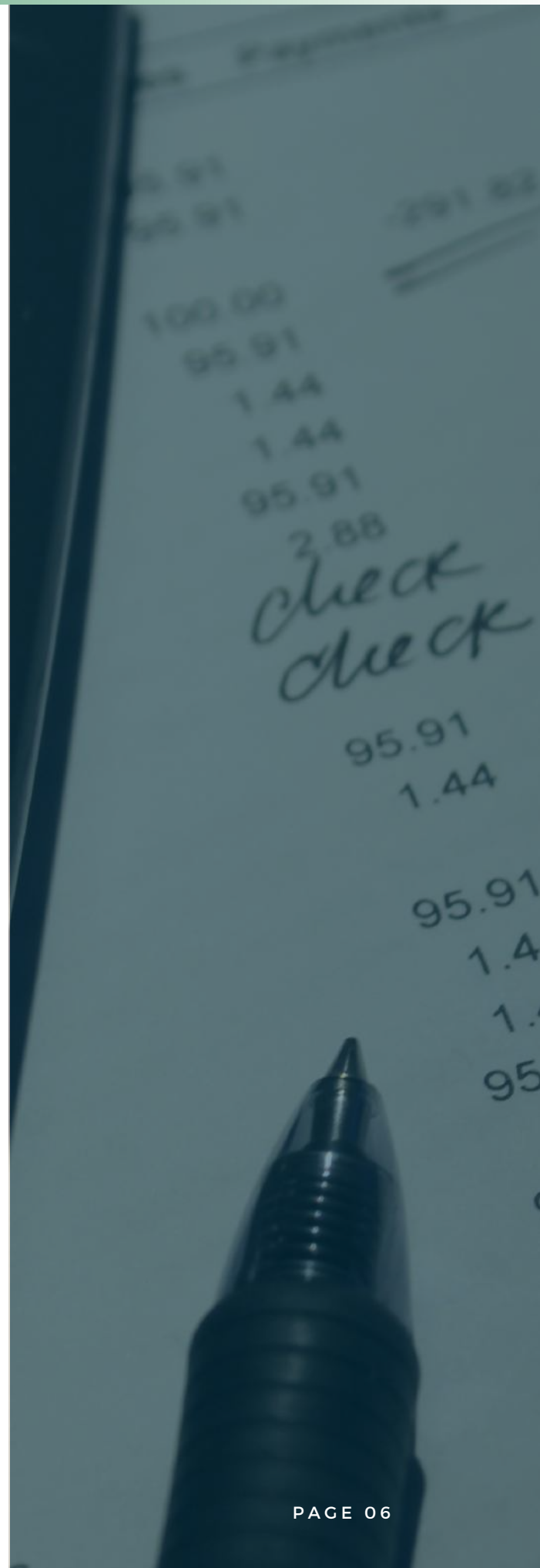
Once the next page opens, click **Setup New Account**.

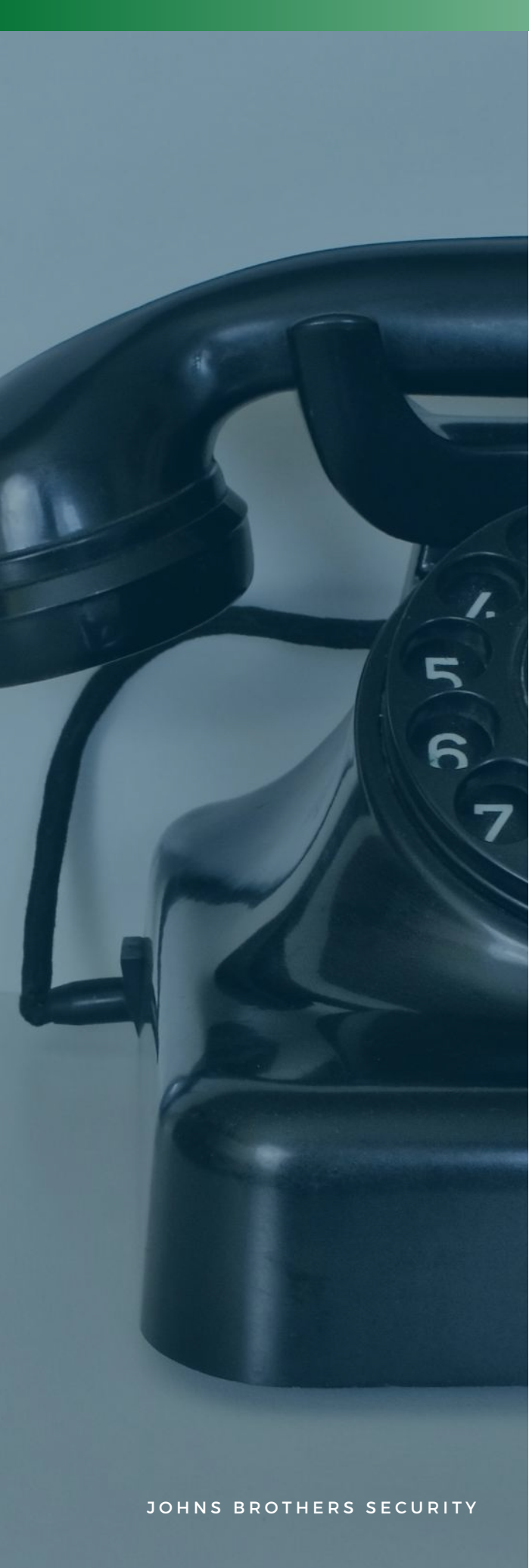
## Step 4:

Fill out all of the necessary information, including your customer number from your first invoice, and submit the form.

## Step 5:

If you prefer, your sales representative can send you a secure electronic form that you can complete to set up automatic recurring monthly payments.





## CONNECT WITH US

Virginia and Northeast North Carolina's largest privately owned and operated security company.

### CORPORATE HEADQUARTERS



**PHONE: 757-852-3300**



**FAX: 757-857-3729**



701 Ford Drive, Suite A  
Norfolk, VA 23523

### RICHMOND OFFICE



**PHONE: 804-674-4800**



**FAX: 804-674-5800**



4826 Market Square Lane  
Midlothian, VA 23112

### OUTER BANKS OFFICE



**PHONE: 252-491-5729**



**FAX: 252-491-5732**



500 Sand Dune Drive, Unit H  
Kitty Hawk, NC 27949

### CARROLLTON OFFICE



**PHONE: 757-852-3300**



14214 Carrollton Boulevard  
Carrollton, VA 23314



# REFERRAL REWARDS PROGRAM

Johns Brothers Security has grown through the years by receiving referrals from customers like you. As a thank you to our loyal customers, we have developed a [Referral Rewards Program](#).

Please review the information below to learn how you can receive a voucher for 3 months of FREE monitoring services!

## 1. Earn Monitoring Bonuses

As a member of our Rewards Program, you are eligible to receive Refer-a-Friend Monitoring Bonuses.

For every person that you refer to us that has a new system installed, you will receive a 3 month monitoring bonus.

## 2. Let Your Friends & Relatives Know

You will find a Customer Referral Coupon on the email you received. You can send this coupon to your friends and relatives to sweeten the offer.

**Make sure to tell** friends and relatives to mention the coupon when they call us. We will ask them who referred them when they mention the coupon so you receive credit for the referral.

## 3. Complete & Return Referral Voucher

After the installation of their system, we will send you the following referral voucher below.

Simply complete the information requested on the voucher below, and return it in the self-addressed envelope to redeem your Refer-a-Friend Monitoring Bonus!



**JOHNSBROTHERS  
SECURITY™**

Thank you for your recent referral. Your Johns Brothers Security account will be credited as authorized below. Please return this with your bill instead of your payment.

Apply a credit for 3 month(s) of monitoring to the account of:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Account No.: \_\_\_\_\_

Authorization: \_\_\_\_\_

Date: \_\_\_\_\_ Reason: REFERRAL

 701 Ford Drive, Suite A | Norfolk, VA | 23523  757-852-3300