

## RISCO Group's E-News August edition

*A word from our Sales Director,*

Hello and welcome to August edition of E-News. I have received feedback from some of you regarding our E-News, saying its content is informative and interesting and with the links provided to websites relating to our topics, make it easy to navigate. Thank you for taking the time to enlighten us, we do value your opinions and suggestions.

This month I have chosen to concentrate and inform you of an opportunity one of our customers has created, which has in turn generated work in what can only be described as a 'difficult economic climate'.

TASC Security Ltd based in Nottingham were approached by a "blue chip" company to provide protection and response for wind farms and construction sites on the East coast.

The sites were very remote and needed high levels of protection during the construction process to protect valuable construction equipment and materials. At this stage of the site's progress TASC Security had to provide detection of intrusion, to alert an on-site guard and to provide communication of the events to the Response Control Room. The Control Room then dispatch one of TASC Security's highly visible response teams to provide additional protection for the site in co-operation with their on-site guard and assist in the capture of the intruders.

Simon Evans, TASC's Managing Director began checking the available options and following a referral from a local company, Simon contacted us and discussed his needs. To read more about TASC Security's install please [click here](#).

Enjoy the read.

Regards

Rob Evans

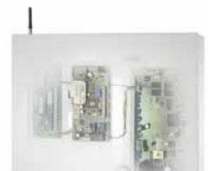
### **Product Update** **Wireless Wristband**

Stylish wristband panic button transmitter that can also be worn as a pendant now in stock under code: RWT51P. To read more [click here](#).



### **ProSYS Keypad with G-Tag now in stock**

G-Tag offers complete flexibility and provides cost-effective proximity set/unset control of security systems from outside the premises, while meeting



DD243 requirements.

The ProSYS Proximity LCD keypad is compatible with G-Tag and is now available under code: RP128KCLPB. To read more please [click here](#).

### **Do you fully understand the full capability of our GSM?**

There are many scenarios for which RISCO's Universal AGM will provide the solution.

- Installing a control panel and communicator in a location without a PSTN (BT) line.
- Installing a control panel and communicator in a location with a PSTN line but wishes to give a backup to the phone line.
- Installing a control panel with communicator in a location with or without a PSTN line.
- Installing a system to alert a key holder in the event of a trigger on site.
- An installer needs to control some lighting and access control doors on a site.



Please [click here](#) to read the various scenarios.

### **Technical Update**

#### **WatchOUT & WatchIN Hints & Tips**

Please [click here](#) to view the hints & tips when installing the WatchOUT and WatchIN detectors.



### **Recycling packaging material**

In an effort to be as environmentally aware as possible we are trialling a different type of packaging material. Your parcels will now be packed using recycled cardboard instead of the plastic air bubbles you may have seen previously.

We would be interested to hear any comments you may have about the two types of packaging before we decide which method to use in the future. Please email your comments to [purchasing@riscogroup.co.uk](mailto:purchasing@riscogroup.co.uk).

As always, we would ask that you reuse or recycle any of our packaging so that we can all reduce our environmental footprint.

### **New Returns Procedure**

As part of our continual efforts to improve the services we provide to you, we have recently reviewed our procedure for handling Warranty and No Quibble returns.

Our newly appointed Customer Returns Co-ordinator will now deal with your return, issue you a returns authorisation number and arrange collection of the goods on your behalf.

To further simplify and speed up the process, upon receipt of a product returned under warranty, we will no longer automatically send out replacement product; after checking the returned item we will issue you a credit note. This gives you clearer visibility of the returns and allows you flexibility with regard to re-ordering replacement product.

Please be aware that this change in procedure only applies to returns

requiring collection. Ordering of replacements should be done through your usual telesales team contact.

The contact details of our Customer Returns Co-ordinator are:  
Tel: 0161 655 5640, Fax: 0161 655 5503, Email: [rma@riscogroup.co.uk](mailto:rma@riscogroup.co.uk)

### **No Quibble Guarantee**

RISCO Group UK Ltd offer a 'No Quibble' returns policy on new and unused goods that are no longer required that are returned within 30 days on purchase. However, there is a handling charge for the return of goods under our 'No Quibble' policy of £12.50. This charge is a partial contribution toward the costs that we incur (carriage, inspection, test and administration etc.)

For a copy of our revised Returns Procedure please [click here](#).

### **Security Excellence Awards 2008**

The voting for the Security Manufacturer of the Year award has now closed. The winners will be announced on 9th October at the Awards evening. Thank you to all of you who voted for RISCO Group, let's hope we are winners again. Watch this space!



### **Staff Corner**

Chris Dove joins RISCO Group as Training Executive for the south. Once has has undergone his own training on our equipment he will join Roy Hallsworth in providing installation training both on site and at our two training centres.



Before joining RISCO Chris has spent the last 21 years working as Installation Engineer for ADT and Securicor, so Chris fully understands the technical details you require when learning a new system.

Send us an [email](#)

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