



RISCO Group's February E-News

Welcome again to our new E-Newsletter. I hope you enjoyed our first release and found it informative.

Starting as we mean to go on, we have a number of new features in our second edition including more new product releases, RISCO's customer survey winner, Technical's Tip of the Day and details of our next roadshow.

We introduced Richard Key our Integration Manager to you in our last E-News, Richard started with RISCO UK in January and may have already met some of you at the recent IIPSEC exhibition. One of the things he said to me in his first few days that really stood out within RISCO, is how highly motivated the staff are and what lengths we go to to service our customers.

To us this is normal but it appears maybe 'not the norm' within the industry. To substantiate this we requested Testimonials from customers, which you can view on our website [click here](#). If you wish to supply your own Testimonial on your thoughts about RISCO Group please supply it on your company letterhead to marketing@riscogroup.co.uk, via post to the usual address or give to your RSM.

Again I will state that we are far from perfect but I always believe that people can handle issues as long as they know about them. A statistic I read recently was '68% of customers across all industries left their suppliers last year because they believed they didn't care, it wasn't the fact that the goods didn't turn up, it was that they weren't made aware so they could plan ahead'. *How true this is, whatever your industry.*

Another consideration we have introduced as a company, is to not assume that all customers know their way around our business in relation to their personal contacts in accounts, marketing, sales and many other departments. From here on in, we will assume nothing. We have introduced a welcome card that will go to all new account customers and slowly to existing account customers to ensure you know who is who.

We have also produced two new sections on our website called 'did you know' introducing sometimes small things that could make a big difference to you and how you see and deal with us, and 'technical tips' to provide you with hints and tips that may save you having to call Technical Support. These will be constantly updated so keep checking our website. [Click here](#) to view these new areas.

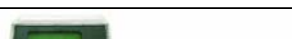


Enjoy the read and look forward to our March issue when we will be introducing new wireless accessories including our long awaited Carbon Monoxide wireless detector to compliment our WisDom and Hybrid Wireless systems.

Rob Evans, UK Sales Director

Products now available

For further details please click on each product which



will direct you to our website: -

[4-wire Profile RKP](#)

[Wireless WatchOUT](#)

[Grade 3 WatchIN](#)

[Grade 3 Industrial LuNAR](#)

[Gardtec Remote Software](#) - version 2.20R updated 14th Feb is downloadable from our website.

Technical Corner

Tip of the Day - Symptom:

I have a Tamper Fault from my Wireless Door Contact, PIR, Shock Detector.

Remedy: (at installation time)

As you know, when learning in a wireless transmitter, the 'WRITE' signal (which is transmitted to the wireless receiver to say 'Hey You! Learn Me In') is sent by the Wireless Door Contact, PIR and Shock when you CLOSE THE TAMPER SWITCH.

So, with this in mind, you now know that the Wireless Door Contact, PIR and Shock DO NOT send a 'Tamper OK' signal when the Tamper Switch is closed, right? Instead, they send a 'WRITE' signal.

The Wireless Detectors send their 'Tamper Status' each and every time they detect something. So, in order for the panel to see a 'Tamper OK', the Detector needs activating after the LID has been off and put back on again.

- In the case of the Wireless Door Contact = Just Open and Close the door.
- In the case of the Wireless PIR = Wait 2.5 minutes (Sleep Time = 'NORM' jumper) and then give it a wave so it sees you.
- In the case of the Wireless Shock = Give it a whack so that the Green LED comes on.

All these cases will cause the Wireless Device to transmit a signal and also report its Tamper Status (which should now be OK)

Newcastle Roadshow

Wednesday 27th

February

10.00am - 5.00pm at

Complete Football Centre, Newcastle Racecourse, Gosforth,

Newcastle upon Tyne NE3 5HP

Complete Football is the ideal venue for our roadshow with ample free car parking, a spacious meeting room for our exhibit and the chance to talk to your Regional Sales Manager and technical staff, while you grab a bite to eat with a coffee.



Also joining us at the Newcastle Roadshow will be **EMCS East Midlands Central Station** and **CSL** with their DualCom GPRS intruder alarm signalling device. These companies will testify their latest products and technology to tie in with the ProSYS FreeCom Integrated System that RISCO Group will be demonstrating, along with our unique bus wire capability.

FREE Grade 3 RISCO Pack = attend the show and see RISCO's ProSYS FreeCom Integrated System and unique bus detectors, leave us your business card and walk away with a **FREE Grade 3 RISCO Trio Detector Pack worth**



£79.

Staff Spotlight

Each month we will focus on member(s) of staff so that you will eventually be able to put a face to a name for all the people you speak to at RISCO Group UK.

Mark Earp - Technical Support

Mark has worked for RISCO Group for 4 months in the Technical Support department. In his 20 years in the industry, Mark has worked for Abel Alarms and ADT and gained experienced in both installation and sales, prior to joining RISCO Group.



The Technical Support department has a combined total of 140 years experience within the security industry, so I hope you are as confident as we are that Mark and the rest of the Technical team are more than capable in solving your queries.

Melissa Gallagher

We welcome back Melissa from Maternity leave. Melissa continues to work in sales on the Leeds/Newcastle areas. Before joining RISCO 3 years ago Melissa worked in customer services. Tel: 0161 655 5566, Fax: 0161 655 5595, email: sales@riscogroup.co.uk



Lisa Stockton

Lisa now takes care of Open Distribution and National Accounts. As your first port of call for these areas and based at the Middleton Head Office, Lisa will quickly deal with your orders and queries. Lisa also organises the diary for product Training. Tel: 0161 655 5511, Fax: 0161 655 5505, email: lisa.stockton@riscogroup.co.uk



PSI Premier Awards 2008

The PSI Premier Awards are given in recognition of product quality, customer service and product innovation. These awards are both **nominated** and **voted for** by security installers and presented each year to winners of best product, product innovation and best manufacturer or distributor.

The nominations for the 2008 awards are now open, giving you a chance to have your say about those who should receive these awards! As part of our customer service we can complete the PSI online vote for you to save you the time, for this we need your authorisation and your details so we can complete the form and go online to PSI. Please speak to your sales contact to vote for RISCO Group. Alternatively, if you prefer to go online yourself to vote please click on PSI Magazine.

Customer Survey Prize Draw

As part of our commitment to provide exceptional customer service, we sent out our second Customer Satisfaction Survey requesting your feedback from the service you have received from RISCO Group UK over the past 12 months.

In October we were awarded the 'Best Security Manufacturer' Accolade at the prestigious Security Excellence Awards and we want to upkeep this commitment and improve where needed our service to you, our customer.

By way of thanking you for completing and returning your survey all the fully completed surveys were entered into a draw to win a 32 inch Plasma TV and the winner was selected at random.

Our CONGRATULATIONS goes to Chris Bell Alarms & Electrical in York

Send us an [email](#)

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