



RISCO Group's March E-News

Welcome to March edition of RISCO E-News. We have so much going on this month it has been very difficult to contain it all in one edition.

February saw the first of our RISCO Roadshows up in the North East, we exhibited in Newcastle alongside EMCS and CSL Dualcom. It was an excellent venue and we received a great response making it a very enjoyable day. Often Roadshows concentrate on the larger cities which makes it difficult for customers in areas such as the North East to attend, because of this we are running our Roadshows in easily accessible areas. Roadshows take a lot of time and resource but we really feel that collectively we have many products to boast about and we are keen to give installers the opportunity to see them.

Our Roadshows are listed on our website, [click here](#) to see the date and venue of when we are in your area. The next date is April in Belfast when we will be joined again by EMCS and CSL DualCom but also exhibiting will be WebWayOne to demonstrate their own IP products as well as the integration into RISCO Commercial control panels, and EnerSYS battery manufacturer.

We also take great pleasure in this months E-News announcing our new Regional Sales Manager for the North West, Gary Williams. Gary has progressed through the ranks from telesales to field sales, yet another success of the RISCO in-house sales training school which has previously seen Simon Reeve, Paul Saunders and Mike Lawrence progress in this way. This once again shows our commitment to our own employees who show the will to progress and such promotions allow us to extend our RISCO work and customer service ethic far and wide.

I would like to welcome our Southern Ireland customers to RISCO E-News who, due to a group restructure, now come under the remit of the UK and my control so welcome!

Enjoy the read!
Rob Evans, UK Sales Director

New Products now available

[iREX & iREX Plus Request to Exit detectors](#)

iREX and iREX Plus are intelligent PIR detectors specifically designed for a wide variety of request-to-exit applications.



[Wireless Carbon Monoxide Detector](#)

A supervised and fully battery powered transmitter effective for detecting buildup carbon monoxide



[SynopSYS Lite](#)

The emergence of IP technology and open standard communications platforms has changed the way we are able to view and control traditional security and other building management systems. SynopSYS is a landmark development in integrated security and building management, in



that contact and control software gives you the ability to create synoptic maps to manage multiple applications and locations. SynopSYS Lite is available in packages of 2 drivers and 4 drivers.

Website Update

[New version RISCO 'VISTA compatible' Upload/Download Software](#)
[Declaration of Conformity for Contacts](#)
[Battery Calculator now includes Novagard 6](#)

Product Update

Grade 3 Industrial LuNAR

The Industrial LuNAR now meets Grade 3 requirements. The detector contains RISCO Group's GreenLine, Anti-Cloak and Anti-Mask technologies with a range of 18m. Please [click here](#) to view more.



Technical Corner

Pre-wired shorting links to terminal block connections

Installations fitted to EN requirements must have individual zone tamper indication. By using the zone resistors, this is achievable and desired by many installers. Therefore, in order to save Engineer time, the factory installed links (for old BS wiring) are no longer fitted. In addition, this also:-

- Improves the testing procedure of the products.
- End of Line resistor requirements and the zones can be switched off where not used, using the controls
- Please ensure that the required Control Panel programming and connections are completed before exiting the Engineer mode

Tip of the Day

AGM Connection to PC

In order to connect the 'AGM Universal' to the computer (to program it), the regular WisDom/ProSYS Upload/Download lead is used. Either...

- RP296EBA - For computers that have a 9 pin serial port (where they do not want to use a USB connection)
- RP128EUSB - For current computers that only have USB ports.

There is NO special lead for the AGM Universal.

Did you know?

There is a customer suggestion facility available from the branch/telesales. We invite you to give your comments and feedback at any time on our products or services, or to tell us of a great install you have done which included our product(s). Just ask your sales team for a copy of the suggestion form.

Staff Spotlight

Gary Williams

Gary has worked for RISCO Group for 4 years, starting in Telesales when we were known as GardTec Ltd working on the North West & North Wales areas. Over the years Gary has gained extensive product knowledge via our staff training and new product launches, understands the customers' needs and is very excited about his new role, having recently experienced 12 months 'out in the field'.

Before joining RISCO Group Gary worked for ADI Gardiners in logistics so fully understands the system from demonstration to delivery. Congratulations and good luck.



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email: gary.williams@riscogroup.co.uk

Rebecca Sanderson

Our Nottingham Branch will soon be back working with Rebecca who returns from Maternity leave. Rebecca heads up the new business dept in Nottingham and we are happy for her return. Tel: 0115 979 4682, Fax: 0115 979 4111, email: rebecca.sanderson@riscogroup.co.uk



PSI Premier Awards 2008

RISCO Group has been nominated for the **Intruder Alarm Product of the Year** Award for the **iWISE DTAM Grade 3 Detector** and also for the **Manufacturer of the Year** Award.

The PSI Premier Awards are given in recognition of product quality, customer service and product innovation to winners of best product, product innovation and best manufacturer. Companies who receive the awards are both nominated and voted for by you, the security installer – and only you.

Voting for the 2008 awards is now open, please click on the link to direct you to the [PSI Voting Form](#):

Send us an [email](#)

To unsubscribe, please send an email to: marketing@riscogroup.co.uk

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