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A Quarterly Newsletter from Safety Systems, Inc.

Summer 2021

THE EXPECTED DELIVERY DATE IS WHEN??

We do a fair amount of business at the wholesale level, where we design and provide fire alarm and security systems for installation by other contractors, referred to internally as “parts and smarts”! This allows us to purchase far more product than if we only purchased parts for our own installations, but it comes with its own set of challenges.

For the past year and a half, we have been aware of shortages in the electronic components field, such as the resistors, diodes and processors used to construct electronic equipment. Basically, the demand for components exceeds the supply, and when manufacturers run out of the ingredients, they can’t ship the completed product. In prior years, we typically could order a project with several pallets of parts, and have the order complete within two to three weeks.

Now, in part due to COVID restrictions, and in part due to vendors “efficiency” plans of consolidating order entry functions out of the country, we routinely wait a week for orders to be acknowledged, and four to five more weeks for all of the equipment to be delivered. While it is easy to blame the manufacturer for lack of planning, electronic parts shortages are a very real issue, as we have seen multiple automotive plants shut down production due to a lack of available chips for electronics.

We have developed a variety of coping mechanisms, starting with advising customers we are looking at a 6-to-8-week lead time for parts. Since projects are sometimes designed a year in advance of the actual installation, it is impossible to know what will be backordered. We have found alternate vendors for some parts, substituted equipment (with permission of course) for projects where the shipping date and completion date wouldn’t match, and boosted our own inventory to cover delayed shipments on orders. Still, it is incredibly frustrating to check on shipping status on an order, and see the date moved back every time you check. But hey, if we didn’t have challenges, we wouldn’t celebrate victories!

“QUARTERLY QUOTATION”

“What do you call it when you get your package after 2 business days instead of the promised 3-5 days? Mail privilege...”

CELL COMMUNICATOR UPGRADES

We are focusing on completing the upgrade of existing cellular communicators this year. AT&T has announced their intention to discontinue 3G service in February, 2022 and Verizon in December, 2022. Since the bulk of our communicators are on the AT&T network, the delayed transition from Verizon doesn’t help us much. As we expected, we are now seeing isolated areas where the existing 3G communicator stops communicating, but the new LTE communicator works just fine. Val Kelley from our office is contacting customers to make arrangements to upgrade the soon to be obsolete communicators. We are on track to complete 95% of the communicators by September 30th of this year, but we will need to upgrade all of the 3G units to maintain communications once the phone carriers remove the 3G equipment from their towers.

PHONE LINE CHANGES/CANCELS

Please check with us before cancelling or changing your telephone service. If your alarm system has not been converted to another means of communication, changes to your phone service could prevent your system from communicating properly!

ACTIVITY STATS

Our central station alarm activity for January, February and March is as follows:

- **Burglaries:**
 - Commercial..... 1
 - School..... 1
 - Church..... 0
 - Residential..... 0
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 0
- **Fires:**
 - Commercial..... 0
 - Multifamily Residential 2
- **Individuals apprehended..... 0**
- **Fire Injuries 1**

COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800) 283-3659**. Our fax number is (517) 782-5670. If you prefer to contact one of us directly, we've provided our company directory.

Administration:

Jodi Decker, CEO (517) 782-9541
jodidecker@safetysystems.net
Dan Decker, President (517) 782-9817
dandecker@safetysystems.net

Monitoring Center:

Tracy Morgan, Manager (517) 782-5980
tracymorgan@safetysystems.net

Technical Services:

Steve Lee, Manager (517) 782-5998
stevelee@safetysystems.net
Angie Mohr, Scheduling (517) 782-5948
angelamohr@safetysystems.net

Adrian Area Service:

Jim Faulk (517) 263-9100
jimfaulk@safetysystems.net

Lansing Area Service:

Steve Pierce (517) 484-3072
stevepierce@safetysystems.net

Fire Alarm Systems Testing:

Kurt Scott, Manager (517) 782-5941
kurtscott@safetysystems.net

Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517) 782-5946
jeffcattell@safetysystems.net

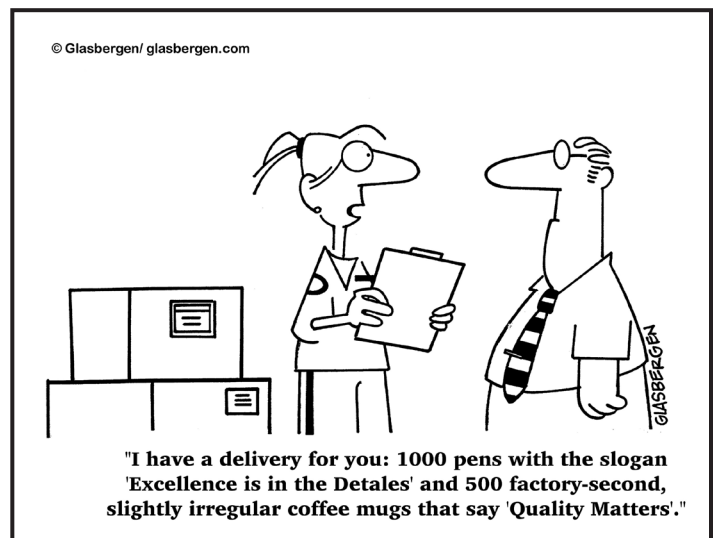
Customer Service and Sales:

Toll Free: (800) 283-3659

Val Kelley, Sales Coordinator (517) 782-5940
valkelley@safetysystems.net
Mike Anderson - Lansing (517) 485-4558
mikeanderson@safetysystems.net
Rob Davis - Jackson (517) 782-9517
robdavis@safetysystems.net
Joel Fisher - Jackson (517) 998-0250
joelfisher@safetysystems.net
Bob Magill - Livonia (734) 838-0434
bobmagill@safetysystems.net
Jim Walsh - Toledo/Adrian (419) 887-5810
jimwalsh@safetysystems.net

Accounting:

Patricia Brown, Manager (517) 782-9229
patbrown@safetysystems.net
Jackie Olivas (517) 782-9542
jackieolivas@safetysystems.net
Lindy Gannon (517) 782-9228
lindygannon@safetysystems.net



Newsletter editor: Dan Decker