



www.safetysystems.net

A Quarterly Newsletter from Safety Systems, Inc.

Summer 2023

SUPPLY CHAIN ISSUES STILL EXIST!

When COVID hit three years ago, the shutdown of manufacturers and suppliers had a much longer lasting impact than anyone would have predicted. Some of us, myself included, thought that when everyone got back to work, the “temporary” problems of not being able to obtain parts or products in a timely manner would be resolved in a few months. Unfortunately, that is not the case. We are still receiving equipment that was ordered six or more months ago, and the root cause of the problem appears to be electronic components that the equipment manufacturers cannot obtain sufficient quantities of. I spoke with a manufacturer’s representative, and he said they were equally frustrated, when they order 10,000 pieces of a component, and 500 are delivered with no information on when the balance of the order will be filled.

Our coping mechanism has been to modify our inventory system. Four years ago, we kept enough inventory to cover a couple weeks of upcoming jobs, service parts and some spare equipment in the event of a storm — lightning can work lots of magic on electronics! Our new model is that we order parts in case lot quantities, and keep orders in the pipeline for equipment that we know is going to take several months to arrive, even though it may not be needed for a particular job when we order it. We have had to reconfigure our warehouse to accommodate the additional inventory, but so far, we have been able to avoid major catastrophes from running out of equipment.

In some cases, our new model has resulted in obtaining additional business, as we had several projects where the building was on fire watch, where the fire marshal required personnel to do regular tours of the building 24 hours a day until the fire alarm was repaired. When we were able to restore operations to normal in a few days because we had the parts in stock, it worked out well for us and the customer!

PHONE LINE CHANGES/CANCELS

It is pretty tempting when your cable provider offers to provide phone service at a fraction of the cost you’ve been paying to your current provider, we’ve made that switch ourselves! However, even though it appears to work the same, most alarm systems connected to phone “land-lines” will not make the transition to other types of phone service. The communicators rely on a highly precise timing sequence (time domain multiplexing, or TDM), which simply does not work on most internet-based phone services. 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!

CLEAN AGENT TURMOIL

As expected, prices for hydrofluorocarbon agents used for fire suppression have increased substantially due to production restrictions imposed by the AIM Act of 2020. This affected both Ecaro-25 (HFC-125) and FM-200 (HFC-227ea) which have been the primary agents used since the removal of Halon 1301 from the market. An alternative agent was Novec-1230, produced by 3M, who recently exited the market and laid off all of their staff associated with Novec-1230, as part of their broader exit from manufacturing per- and polyfluoroalkyl substances (PFAS). Fike Corporation, the manufacturer we represent, has assured us they have a long term supply agreement for Ecaro-25, and they have been assured of continued production. Novec 1230 agent will also be available from alternative sources.

“QUARTERLY QUOTATION”

“You know you’ve reached middle age when you’re cautioned to slow down by your doctor, instead of the police.”

– Joan Rivers

ACTIVITY STATS

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

- **Burglaries:**
 - Commercial..... 5
 - School..... 0
 - Church..... 0
 - Residential..... 0
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 0
- **Fires:**
 - Commercial..... 3
 - Multifamily Residential 1
- **Individuals apprehended..... 1**
- **Fire Injuries 0**

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:

Sandra Weaver, Manager (517) 782-5980
sandyweaver@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
Steve Brooks - Lansing (517) 484-3072
stevebrooks@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