



# EPS

ENGINEERED PROTECTION  
SYSTEMS, INC.

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PLEASE ROUTE TO CHIEF OF SECURITY

## A LEGEND RETURNS

Tom Fox is back in the jewelry business. Tom and David Norman are partners in **Thomas S. Fox Diamond Jewelry**, located at 3090 28<sup>th</sup> St. SE in Grand Rapids, a location formally known as Diamond Reflections. The diamond store features "something for everyone", as well as several exclusive designer lines including Jose Hess and Judith Conway.

Tom is the Chairman of the Board and David is the President. Tom's father, Martin M. Fox, started Fox Jewelers in 1917. Tom joined his father in 1949 to help run their six locations. When Tom sold the business in 1997 he presided over an empire of 44 stores.

Tom, being a strong family man, tells his employees that "family comes first, but the job and work ethic are high up on the list." Due to Tom's strong commitment to family, he is turning to many of his family members to help out in the new venture. Tom's son-in-law, John Turrentine, formerly a contractor, is the new Vice President. Since Tom bought the building, John uses his contracting skills to also manage the building.

Tom attributes his success to "being smart enough to select the right people." One key person is Tom's long-time friend, David Norman. David started with Fox Jewelers in 1969 when they had 18 locations. At the time of the sale, David was the executive Vice President. After the sale, David continued in the jewelry business as Vice President of Reed Jewelry in North Carolina and then as President of Schwarzchild Jewelry in Virginia.

**EPS** has a long history of providing security not only for Fox Jewelers, but for the Fox families and David as well. Security is very important in the jewelry business. Fox's insurance carrier requires installation and monitoring by a **UL approved** provider. Tom knows that **EPS** meets these stringent insurance requirements, and has entrusted all his security needs to us.

David says, "Trust is the most important item when buying a diamond. You need to trust your jeweler like you trust your doctor, insurer, or security provider." These two men, and **EPS**, have been trusted by West Michigan customers for years.

Stop in and say "Hi" to Tom Fox and David Norman.



TOM FOX & DAVID NORMAN

### COMMERCIAL

- CLOSED CIRCUIT TV
- CARD ACCESS SYSTEMS
- HEAT & SMOKE DETECTION
- FIRE SYSTEMS MONITORING
- INTRUSION DETECTION
- HOLDUP ALARMS
- SAFE & VAULT MONITORING
- POWER MONITORING
- INDUSTRIAL PROCESS MONITORING
- FURNACE & BOILER MONITORING
- GUARD TOUR MONITORING
- FIRE TESTING
- PREVENTATIVE MAINTENANCE
- MANDATED INSPECTIONS

### RESIDENTIAL

- HEAT & SMOKE DETECTION
- INTRUSION DETECTION
- FURNACE, SUMP PUMP, AND FREEZER FAILURE MONITORING
- EMERGENCY MEDICAL ALERT
- PANIC & CO<sub>2</sub> ALARMS

## ENGINEERED PROTECTION SYSTEMS, INC.

750 Front Street, N.W., Grand Rapids, MI 49504  
Phone: (616) 459-0281 Fax (616) 459-0553

1117 Carver Street, Traverse City, MI 49686  
Phone (231) 946-6590 Fax (231) 929-9099

8450 M-119, Harbor Springs, MI 49740  
Phone (231) 487-1868 Fax (231) 487-1870

2450 VanOmmen Dr., Suite A Holland, MI 49424  
Phone (616) 399-4760 Fax (616) 399-2934

1999 Walden Dr., Suite #5 Gaylord, MI 49735  
Phone (989) 705-7878 Fax (989) 705-7879

1960 W. Houghton Lake Dr. Houghton Lake, MI 48651  
Phone (989) 366-7535 Fax (989) 366-5847

Email: [sales@epssecurity.com](mailto:sales@epssecurity.com)  
Web: [www.epssecurity.com](http://www.epssecurity.com)

Since 1955

### IF YOUR ALARM SYSTEM GOES OFF BY ACCIDENT

- Stay calm. Don't panic. Remember your code.
- Carefully press each number of your code. If the system does not reset, wait 5 seconds and enter the code again.
- Don't leave your home or business until you have spoken with the **EPS** Central Station.

### DSL AND ALARM PANELS

Some telephone companies sell subscribers DSL (digital subscriber line) service without making allowances for the alarm control panels that may reside on end-users' line. The result can be communication problems that prevent a panel from sending signals to the **EPS** Central Station.

Some telephone technicians may not be familiar with how the alarm system ties into the phone lines. Therefore, when ever you change your phone service in any way, please call our Central Station first and then test your alarm system. That way you are assured that the phone installation did not interfere with the proper operation of your **EPS** security/fire system.

Even if you don't change phone service, we recommend you test the alarm system once a month. There is no charge for the test.

## NEW AREA CODE FOR WEST MICHIGAN

The Michigan Public Service Commission has decided to issue a new telephone area code for people in the far southwestern region of the state. That will mean a new code for everyone who lives south of Saugatuck, Hamilton, Hopkins, Wayland, Middleville, Hastings and Woodland. Everyone who lives north of these cities will continue to use 616.

At **EPS** area code changes are nothing new. We have been through two of them in the last two years. While they are no fun for us, it usually is transparent to the customer. We have to update all our call lists for the area effected, which involves going through thousands of customer records. If you live in the "new" area, please check with us to make sure your call list is up to date.



## TRAINING, TRAINING AND MORE TRAINING

As the world of technology changes and with the alarm industry offering more opportunities, **EPS** is staying ahead by providing training and education to its Central Station employees.



Recently our Central Station Operations Manager, Amy Jo Feliciano, attended the SIA (Security Industry Association) Train-the-trainer program. The training program provides state-of-the-art techniques and industry knowledge. In attending this course Amy Jo obtained her Central Station Operator certification and became a SIA certified instructor.

The course is a standardized training program where the operators are taught similar training guidelines and certain core knowledge and skills. The material for the course was developed under contract with APCO (Association of Public-Safety Communications Officials International, Inc.). APCO is a membership organization consisting of over fourteen thousand public safety communications professionals from around the world. The Central Station Operator Course provides a general overview of the alarm industry. It includes how to document training to meet state regulations, reducing the stress level among operators, improving communications, preparing for emergencies as well as combating false alarms.

As time progresses, it is **EPS** goal to have all of its Central Station operators become SIA certified in an effort to better serve our customers.