

HIGH RISE FIRE AND SECURITY

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THE HIGH RISE NETWORK

Summer 2011

Letter From the Vice President

As co-founder of High Rise Fire and Security nearly twenty years ago, it gives me great pride to know we are one of the top players in the northeast region within our industry.

Thanks to our talented staff, we've had the benefit of strong leadership from individuals who have helped us build a solid reputation. Through their passion for service, commitment to our customers and a strong sense of duty to our industry, High Rise Fire and Security has made its mark.

We've also grown thanks to the commitment of our loyal customers who are our "partners-in-protection." Over the years, we've learned there is no universal method to service our clients. Customer service is simply, understanding our customer's needs, which allows us to customize a service plan that fits each individual facility, which in turn secures their satisfaction in the service we provide.

As our region pulls out of this depressed economy, it is now more vital than ever to show our current and prospective clients how we can mutually benefit through continued understanding and communication. Although our industry remains challenging, we are extremely optimistic that 2011 will be a pivotal time to move our company's growth forward. Our future is focused on seeking innovative ways of taking our services to levels unparalleled in the fire alarm industry.

We hope you enjoy this issue. Thank you for putting your trust in us.

Robert Aiello
Vice President



Robert Aiello, Vice President
High Rise Fire and Security

DOB Alteration Rule 2009-22

By: Joseph Nathan Lewis IV

The City Council's enactment of the new building Code for New York City became effective on July 1, 2008, repealing the existing Code. This means that installations lawfully existing on June 30, 2008, may with certain exceptions, be maintained under the prior laws and regulations. However, in recent years the Fire Department has become more aggressive in their investigation of building fire alarm systems. Self-Certifications have been replaced with violations, which means that corrections have to be completed within 30 as apposed to 90 days. If you are a property owner or facilities manager, there are a few things you can do now to prepare yourself and your budget to limit and eventually stop the fire department from having you on their sights.

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DOB Alteration Rule 2009-22

By: Joseph Nathan Lewis IV

Below are some basic changes and additions being made to certain buildings you should be aware of. There are many other variables such as wiring, power, grounding and more stringent applicable codes, not to mention the different classifications of buildings. Look around, be observant and don't hesitate to ask questions. We are more than willing to provide consultation and guide you through the process every step of the way.

If you have a residential building less than 75 feet tall, at the very least your fire alarm panel should have:

- All waterflow and tamper switches monitored throughout the building.
- Smoke detectors in all machine, gas, water, elevator, telephone, pump and electric rooms as well as in janitor rooms over 75 square feet.
- A manual pull station located next to it.

If you have an office building more than 75 feet tall, at the very least your fire alarm panel should have:

- Warden telephones in every stairwell, landing, elevator lobby, fire pump room and elevator machine room.
- Smoke detectors in all elevator lobbies, machine, gas, water, elevator, telephone, pump and electric rooms, as well as in janitor rooms.
- Manual pull stations by every point of egress.
- Duct detection for all supply and return ducts over 2000 CFM.
- Strobes in all bathrooms, offices that are set up with more than one person working in them and conference rooms.
- Speakers in every stairwell, every two floors.
- Speaker Strobes in all corridors.

What about a hotel or residency over 75 feet tall? There should be the same equipment locations as an office building for the warden phones, smoke detectors, pull stations, speakers, speaker strobes and duct detection as well as speaker strobes, smoke detectors and carbon monoxide detectors in all sleeping rooms.

Other points to keep in mind:

- Make sure you have or can obtain the latest building floor plans (preferably in a CAD version), point's list and riser diagrams.
- Have copies of any paperwork for the building's existing FA system (letter of approval, certificates of occupancy).
- When it comes to construction, ensure that you know the state of asbestos in the building.
- When it comes to the fire alarm cabling, consider the aesthetics of your building and figure out if you want it exposed in public areas.

Submittal Process

By: Jovan Profiloski

The High Rise Fire and Security engineering department is committed to providing our customers the best shop drawings and submittals. Each project is treated equally important regardless of its size, type of system or customer. Our engineers produce precise shop drawings and submittals with the requirements set forth by the contract document. Additionally, value engineering is applied to every design which helps us and our customers minimize cost.

The process of creating the submittal package starts with a thorough review of the contract drawings and specifications. The goal is to obtain a clear understanding of the system requirements. Then, the engineers proceed with device take-off from the contract drawings, counting the number of fire alarm devices per floor. Based on the scale of the project, which depends on number of devices, the engineers design a customized fire alarm system. The next step is performing the power calculations that will determine the number of devices per circuit, including the size of the power conductors, the size of conductors for the addressable data and notification circuits, number of power supplies needed for the system, the number and size of amplifiers for voice evacuation systems, etc.

Equipped with the information obtained by the power calculations, the engineers continue to determine the internal components of the fire alarm control panel (central processing units, power supplies, addressable data cards, activation relays, amplifiers for voice evacuation systems etc.) and also the number and internal components of any auxiliary panels, if needed. Once the internal components are determined and combined with the floor device, counts from the contract drawings take-off. The engineers create a complete bill of materials customized for each project with catalog cut sheets for every device used.

As part of our submittal package, we also provide detailed shop drawings that consist of the following:

- A cover page with detailed installation notes for the particular system, legend of the devices used in the project, wiring legend, sequence of operation for the particular fire alarm system that outlines the operation of the output devices in a case of an input device being activated in a worded version and also a matrix version, maximum allowable wire distances for notification circuits, plot plan with the map, lot, block, and district number and a list of drawings being provided as part of the submittals.
- A riser diagram with point to point wiring of all the fire alarm panels and devices used in the fire alarm system. All devices and wires are specified and are consistent with the device and wiring legend provided on the cover page.
- A typical device wiring that depicts the wiring diagrams for every device used in the fire alarm system.
- Inside the fire alarm control panel, wiring diagrams that show point to point wiring inside, booster power supplies, data gathering panels, terminal boxes, amplifier racks, multifunction cabinets and every other panel used in the fire alarm system.
- The cabinet size is provided on a separate drawing that depicts a three dimensional version of the fire alarm control panel, data gathering panels, multifunction cabinets, auxiliary power supplies, battery cabinets, etc.



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Submittal Process

By: Jovan Profiloski

Every drawing is reviewed by our senior engineering staff before being released to the client. This is to ensure accuracy of the drawing submittals and compliance with the specification. It also helps minimize unwanted project delays that would result from a rejection of a shop drawing and submittal, therefore, extending the installation. The senior engineering staff also checks the drawings and power calculations adjustments needed to ensure the appropriate equipment is being used and installed without compromising specification compliance.

The creation of the fire alarm shop drawings and submittals is a sequential process that requires full attention to details regardless of the scale of the project. Our engineers are the best in the business and are determined to promptly provide the most accurate submittals.

A Different Kind of Sales

By: Edmund Kelly

Any sales rep can conduct a “take-off” and provide a quote, or price-up a service contract. It takes very little skill and no extra effort. It’s what we in the business call, a hit-and-run sale. At High Rise Fire and Security, we call it: “Quoting-and-Hoping.”

Our sales reps are different. We “walk” the job and “talk” with our customers about any quirks in an existing building or special needs for a new construction or tenant fit-out job. Our reps plan out the expected time frames for job completion and final inspections with the customer. High Rise Fire and Security sales reps some times becomes the “go-to-guy” for our customers. Often, reps coordinate project meetings with assigned project teams and our customers. Sometimes it’s just a “status-update” conference call even when things are going according to plan!

Perhaps the difference in our sales process lies on our relationships in the business and our interest in protecting these. High Rise Fire and Security sales people and management team frequently participate in industry-related trade shows and membership organizations like REBNY, BOMA and various Electrical Contracting associations. We hold memberships in local business associations, the Chamber of Commerce, and provide support for charitable fundraising on a regular basis. We also sponsor and host quarterly seminars for our customers as well as potential clients on topics like Fire Code changes and Fire Alarm industry trends in code enforcement, filing requirements, etc.

Our “Code Class,” which is a two and a half hour seminar, is only one of the complimentary services we provide our customers. It’s a no-nonsense review of recent changes in the Fire Alarm Code and the impact these changes have on building management and contractors.

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A Different Kind of Sales

By: Edmund Kelly

We are fortunate to have Mr. Dana Ferrer deliver our code class. Mr. Ferrer sits on the New York City Code Steering Committee.

Our sales team takes great pride in the strong relationships we've built with our customers and contractors. We have a sincere belief that the most valuable sales lead is a referral from an existing customer. We've built our business on this very idea for nearly twenty years and we invite you to try the High Rise Fire and Security sales difference.

Customer Support System

By: Sol Ayoub

What is our definition of customer service? Customer service is a series of activities designed to enhance the level of customer satisfaction – that is, the feeling that our product or service has surpassed our customer's expectation. At High Rise Fire we strive to exceed our customer's expectation by providing the highest level of customer support to our clients.

The success of our organizational structure is dependent on the professionalism of our technicians. They are experts in their field and are responsible for handling the most difficult situations. Our technicians assist not only our clients and installers, they also help out with the research and development of troubleshooting. They are diligent in problem solving and have reduced service costs for our customers during the last year.

Our technicians begin by determining if they require the customer's time and prioritize accordingly to ensure they effectively troubleshoot the issue while respecting valuable time. In some instances, an issue may be so problematic that the product cannot be salvaged and must be replaced. Such extreme problems are also sent to the original developers for in-depth analysis. If the problem can be solved, the group is responsible for re-designing and developing a course of action by evaluating the best solution in a test case environment and implementing it is when ready. Our commitment to "partnership-in-protection" is most evident in our on-call expert service. While emergencies can never be anticipated, the resources and personnel needed are always ready. It is this readiness and professionalism that has made our clients our greatest sales representatives. Most new High Rise clients are referred to us by existing customers who have seen the proof of our excellence in service.

High Rise Fire Protection provides 24 Hour 365 day emergency customer service and will respond within a 4 hour period.



Recognition

At High Rise Fire and Security, we look for people who demonstrate the leadership behaviors that are important to the company. We look for evidence of high achievement and a proven track record in sales achieved, customer service excellence, strong project implementation and community leadership. For this reason, recognizing employees for exemplary work has been part of the company's credo since it opened its doors. Below are just a few examples of this recognition in action.

Star of Excellence Award

Congratulations to the following employees for their dedication, hard work, positive attitude and always willing to provide a helping hand.

Emma Ubiera
Thaekumar (Ryan) Khusial
Gibson Pierre
Eleftherios (Teddy) Tsimplakis
Eliu Ramirez
Anthony DeJesus



Achievement Award

Congratulations to the following valued employees.

Prem Singh
Lee Buzon
Chung Yao Cheng
Chee Tech "Andy" Leong
Joseph Nathan Lewis IV

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Recognition *continue...*



Employee "Rolex" Service Award

Congratulations to the following employees for their outstanding service during their ten years of service and continued dedication to High Rise Fire and Security.

Moises Ruiz
James Armann
Eliu Ramirez
Jack Mazurek

High Rise Fire and Security was founded in 1991 as a fire alarm, maintenance and service company specializing in the installation and maintenance of fire alarm and security systems. We built our company and reputation through knowledge and expertise in tri-state fire code requirements. We are committed to leading the way in providing true excellence in fire detection and security support to our customers and we thank you for your continued service and commitment.

Fire Alarm Systems Serviced

*EST – Faraday – FCI – Gamewell
Honeywell – Notifier – Mirtone – Pyrotronics*

Security Systems Serviced

Intercom/Residential and Commercial

Sidele – Aiphone – Elbex – Elvox

Access Control

*Secure perfect – Alliance – Topaz
Standalone and Network IP Based Systems*

Visitor Badging

Access Sentry

Camera Surveillance

*Legend Pan Tilt and Zoom Dome Cameras
Sym Veo-IP Camera
UltraView Dome
DVMRe Digital Video Recorders*

*Pelco – Sony – Panasonic – Bosch
Dedicated Micros – Samsung
other cameras can be provided

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