

## Inside Sales...

### ... on the Inside Track

At Honeywell, we believe you deserve to be on the inside track! When a new product is introduced, dealers are likely to hear from one of the members of the Inside Sales team. The team has formed close relationships with dealers who rely on Honeywell to call them with new product news, and stays closely connected with district and regional sales managers to ensure customer needs are being met.

Inside Sales also works closely with both our Technical Support and Customer Service teams to provide you with the complete, integrated support you deserve!



### AlarmNet Direct

AlarmNet Direct is a powerful, convenient Web-based solution created exclusively for AlarmNet customers. With AlarmNet Direct, you can quickly and easily register, program, check status and command AlarmNet devices over the Internet. AlarmNet Direct is located at <https://services.alarmnet.com/AlarmnetDirect>.



#### For more information...

Technical Support: 800-645-7492  
Inside Sales: 800-467-5875  
Fax Back System: 800-573-0153  
Emergency Service: 800-421-5557  
AlarmNet Security Communications: 800-222-6525  
[www.honeywell.com/security/hsce](http://www.honeywell.com/security/hsce)

#### Honeywell Security & Custom Electronics

Syosset, NY  
800-573-0154  
[www.honeywell.com](http://www.honeywell.com)

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## Honeywell

## Support Services



SECURITY & CUSTOM ELECTRONICS  
CUSTOMER AND TECHNICAL SUPPORT SERVICES

### Service After the Sale

## Honeywell

## The Best Products...



...Backed by the Best People.

At Honeywell Security and Custom Electronics, service never ends after the sale. That's because we know it takes more than great products to help you succeed. It also takes great support.

Our team of experienced, dedicated customer and technical support specialists are always at your service. Whether your question deals with a service related



issue, technology, product selection and compatibility or troubleshooting, they have the solution. Their knowledge, passion and genuine commitment to customer satisfaction are the reasons we've earned the trust, loyalty and repeat business of thousands of security professionals.

### Customer, Technical and Inside Sales Support for:

- Intrusion/Fire
- Custom Electronics
- AlarmNet Communications
- Structured Wiring and Cabling



## Customer Care and Training

### You can count on:

- Undivided attention from qualified customer service personnel
- The industry's fastest, most reliable technical support
- Accurate, friendly and prompt service
- Expedited orders
- Custom-tailored training



### Comprehensive Training



Honeywell Security and Custom Electronics provides you with more ways than ever to learn! Choose the solution that's right for you.

- Onsite training
- Live Webinars
- Regional Training

## Online Support Tools

### MyWebTech



An invaluable reference tool, MyWebTech lets security dealers research the latest technical data on Honeywell security products 24 hours a day, seven days a week from

the very same comprehensive library technicians use in the company's call centers. Highlights include quick and easy access to technical data, FAQs, direct wires, installation instructions and a convenient search-by-feature library.

Visit [www.honeywell.com/security](http://www.honeywell.com/security) and click on MyWebTech to sign up. You may obtain a user name and password by calling 800-573-0154.

### LiteratureXPress

Thanks to Literature XPress, it's never been easier to get your company's name out there. The innovative dealer program lets you instantly customize

polished, professionally designed marketing materials with your own company logo, address, telephone number and salesperson's name. High quality brochures, sell sheets, posters and door hangers are available.

Visit [www.security.honeywell.com/resources/xpress](http://www.security.honeywell.com/resources/xpress) for details.

