

Dear Owners,

As discussed at the last annual meeting, our current low temperature monitoring system is not working properly and needs to be replaced. After researching several options, we ultimately contracted with our current supplier, Total Security of Gilford, NH, to upgrade the system in time for this winter. **The installation is scheduled to take place the week of October 30, 2023. However, if there is an earlier opening in their schedule, it is possible it could occur before that.**

The new system will have significantly upgraded electronics. From the owners' perspective, the notification system will operate the same as the previous system. The main difference will be improved performance with fewer false alarms. When the sensors recognize either a low temperature or a low battery, the system will notify the owner and a Mallard Cove BOD member.

To help this installation go smoothly we are asking for a few things from our owners:

1. Be aware that Total Security, with a Mallard Cove Board member, **will need to enter your unit during the installation** period to remove the old sensor (see attached picture) and install a new sensor in its place. The new sensor will look similar to the existing sensor. The new sensor will be mounted in your unit on an outside wall, preferably in a closet or cabinet so that it is out sight and "out of the way". However, the controlling factor for each unit will be making sure the sensor communicates well with the main system. This will dictate where the device is eventually located. The location could vary by unit.
2. Since we will be collecting the old sensors, if you will not be home, please let us know where the old sensor is located. **You can simply respond to this email and let us know the location.)** Please see picture of one below.
3. The sensors will be set to notify Total Security if the temperature in your unit drops below 45 degrees. This is the same as the old system. To prevent an inadvertent alarm, Total Security recommends you **please maintain the temperature in your unit at a minimum of 55 degrees.**

The Board would like to thank Mel Eaton for graciously dedicating his time investigating, researching options and providing recommendations.

If you have any questions or concerns, please contact Mel Eaton, Heidi Ferré, Jay Lavoie or Diane Redus.

Thank you,

Sincerely,

MCCA Board of Directors

