Welcome to the national network of authorized DMP dealers! As we begin to work together it is our hope that you quickly discover that this is a true partnership and we depend on one another for our mutual success.

As your partner, our first priority is to help you grow your business. We do that by providing you with technology that will delight your customers, both residential and commercial. We have a reputation for providing products that our dealers like because they install faster, setup easier, and provide solid opportunities for recurring monthly revenue. Our dealers also like our technology because their customers like it. DMP systems deliver features that your customers want. Your customers will also appreciate how easy our technology is for them to use.

Most importantly, our technology helps you create reliable systems that provide solid security.

Growing your business is also the first priority for your DMP regional sales representative. Get to know your rep and don’t hesitate to let him or her know what they can do to help you install more systems and generate more profit.

One final contribution we make as your partner is marketing support. In this binder you will read about the high quality literature, videos and other materials available. You can select items from our custom literature collection to imprint with your logo and contact information, creating personalized marketing materials at a fraction of the normal cost.

What role do you play in this partnership? Our products are available only through authorized dealers like you – You are the only means to the market for DMP. Beyond this, we will also rely on you to keep us informed about what you and your customers expect from security technology. The first sentence of our Mission Statement says:

DMP provides customer-driven products through listening, anticipating needs, and responding quickly with innovative solutions that work.

The people we listen mostly closely to are you and our other dealers. You are our eyes and ears in the marketplace. You know what end users are asking for and we are eager to provide the products and services that will enable you to meet their needs. Perhaps even more importantly, you are in the best position to look over the horizon and help us predict what your customers will want in the future. That enables us to create the breakthrough products that give you an edge in the market.

Thank you for deciding to become part of the DMP authorized dealer network. I am confident that you will be very satisfied with your decision to become part of our team, and hope that this is the start of a long and mutually profitable relationship.

Mark L. NeSmith
Vice President, Sales
Thanks for joining the team
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Why DMP

Security is a tough business with aggressive competition and demanding customers who often look only at the price. But you have a real advantage that will help you beat the competition and satisfy your customers: DMP as your technology partner.

Digital Monitoring Products was formed in 1975 as a research and development branch of Atlas Security Service, a UL listed Central Station in Springfield, MO. DMP began to manufacture products designed to support central stations and their unique needs. Today, this unique experience gives DMP the advantage in offering products designed to meet your company's needs.

DMP is a recognized leader in network and cellular solutions for fast, cost-effective, security monitoring in applications of all sizes. DMP helped launch the digital communications revolution in the security industry and continues to set standards for networked intrusion, fire, and access control systems. DMP products are well known for their high quality, speed of installation, and ease of use.

DMP is independently owned and manufactures all of its products in the United States of America. Our products are available exclusively through our authorized dealers.

Welcome Conference Call

As a new dealer, you will have the opportunity to speak with DMP employees from different departments to answer any questions you might have. We will go over customer care, training, marketing, and more! Set up your conference call today by calling 800-641-4282 X107.

Meeting Today’s Standards

All DMP products meet today’s regulatory standards:

- UL, ULC, ETL and NFPA listings and approvals
- On-board encryption AES (Advanced Encryption Standard)
- N.I.S.T certification
Our Mission

DMP provides customer-driven products through listening, anticipating needs, and responding quickly with innovative solutions that work.

We insist on the integrity of our products and our people.

We Care. We Have Fun. We Profit.

Our Values

Honesty & Integrity
Tell the truth...even if it costs you something.
Do what's right...especially when no one is watching.
Do the right thing because it's the right thing to do.

Responsiveness
The best time to respond is yesterday.
The second best time is now.

Fun
Work hard. Play hard.
Share and celebrate every success.

Teamwork
Support your team members and team decisions.
Ask for help when needed.
Believe the intentions and abilities of others are good.

Innovation
Think Big!
Challenge the norm! Don't be afraid to try.
Delivering creative ideas & solutions is vital to our future.

Kindness
Think before you speak.
Consider the feelings of others.
Treat all with respect and courtesy,
even if delivering an unpleasant message.

Profit
Profit is good. It's why we're in business.
It secures jobs and fuels personal and corporate growth.
Products

A security system, in the end, is only as good as the components used to create it. You made a sound decision when you selected DMP as your security partner. We have a long history and solid reputation for providing our dealers with the very best in security products and technology.

Some areas where we’ve offered notable recent innovations include:

· Integration: We have long offered panels that combine burglary, fire, and access security functions. More recently, our Entré software made it possible to tie together multiple systems from diverse vendors under a single software platform.

· Wireless: Customers are increasingly asking for the features available only from wireless security systems. We help you respond to those requests with our complete line of sensors and other wireless devices. DMP panels feature built-in wireless receivers. The XTL™ Wireless Security Panel is the smallest, fast-to-install DMP panel ever.

· Communications: DMP is leading the move away from dial-up to network and cellular. Our XT Series™ panel includes all of these communication options plus wireless in an all-in-one design. Our SecureCom cellular service makes DMP a one-stop resource for cellular installations.

While DMP products represent the state of the art today, we know that this is a market with constantly increasing expectations. That’s why we maintain a constant push to develop more capable, reliable, affordable technology.

Enclosed with this binder you'll find our most recent catalog of products. In addition, you can use the online version of our catalog at www.dmp.com, where you'll also find a large collection of other product-related literature and supporting technical documentation.
How to Order:

The fastest and easiest way to place your order is online at www.DMP.com. You can order 24 hours a day, seven days a week. Please call Customer Service for your login information.

Order by phone 8:00 AM to 5:00 PM CST on business days, or via email or fax at any time.

Invoices will be mailed the day after your order is shipped. For faster receipt of invoices, contact Accounts Receivable to sign up for electronic invoices via e-mail. Receiving your invoices quickly enables you to more easily take advantage of our credit terms for prompt payment (see the Credit tab).

Back Orders

Nearly all orders are shipped the same day you place your order. However, due to high demand or other issues, some items may not be available immediately. If there will be any delay in shipment of your products, you will be contacted and given the option to accept a partial shipment or substitute product. You will also be given a new ship date.

Future Orders

To eliminate back orders and ensure product delivery to meet your installation schedule, you can provide us with a purchase order with multiple ship dates (four weeks out). This allows us to forecast and build products especially for you, so that you can count on having factory-fresh products on the day requested.

Free Freight

Free freight is included on all UPS Domestic Ground shipments for orders greater than $1,500 to dealers in good standing.

Contact Information

Phone orders (US): 800.641.4282 Ex. 225
Phone orders (outside the US): 417.831.9362 Ex. 225
Fax orders: 800.743.5724
Email: customerservice@dmp.com
Warranty:

Digital Monitoring Products, Inc. warrants that the equipment described in its catalog and price lists shall conform to said descriptions as to all affirmations of fact and shall be free from manufacturing, labeling, and packaging defects for a period of three (3) years from the invoice date to the original buyer. This warranty is for DMP-manufactured equipment only, providing that representative samples are returned to DMP for inspection.

If built by another manufacturing company, equipment is covered only by their warranty. Upon a determination by DMP that a product is not warranted, DMP shall, at its exclusive option replace or repair said defective product or part thereof at its own expense except that buyer shall pay all shipping, insurance, and similar charges incurred in connection with the replacement of the defective product or parts thereof. This warranty is void in the case of abuse, misuse, abnormal use, faulty installation, or repair by unauthorized persons, or if for any other reason DMP determines that said product is not operating properly as a result of causes other than defective manufacture, labeling, or packaging.

Contact information

Technical Services: 888.4DMPTEC
Sales:

Our sales organization is headed by a Vice President of Sales. He relies on our national network of Regional Sales Managers to serve as the direct point of contact between you and DMP. The Regional Sales Managers are responsible for developing new sales and providing on-going service to DMP authorized dealers throughout their region. If you have questions or concerns regarding your responsibilities, if you require assistance with technical or product issues, or would like additional support with a client, your Regional Sales Manager can help.

Other individuals providing support to our sales organization include the directors for specific vertical markets, including Banking, Retail, Government, and others. They can be relied on to provide additional support, as needed, for specific sales opportunities.

For details regarding our sales organization, and contact information for the individuals in each position, refer to our regional sales map at dmp.com/Sales.
Technical Services:

As we design our products, DMP engineers constantly focus on maintaining simplicity of installation and operation. But you know that there is sophisticated, complex technology behind even the simplest security system.

When you require assistance with selecting, configuring, programming, or troubleshooting a technical issue, rely on DMP Technical Services. These product experts are kept constantly up to date on the capabilities of our technology and any known issues that have occurred in the field.

Contact Technical Services from 7:00 AM to 7:00 PM (CST) on business days with inquiries regarding any technical problem you encounter. They will draw on all of the resources here in our headquarters facilities to evaluate your issue, develop a solution, and work with you to implement it.

We are eager to assist you in developing unique applications for DMP technology. If you require assistance in analyzing or designing an application, contact our Applications Solutions Designer.

In addition to the personal support provided by our technical experts, you can also access a variety of other resources. At www.dmp.com you will find a library of technical literature and manuals. We offer regular training seminars as well as special, product-focused programs and field seminars to assist you in properly installing and servicing DMP technology.

Contact Information

United States: **888-4dmptec / 888.436.7832**

International: **417.831.9362**

techsupport@DMP.com

Manufacturing:

As a DMP dealer, you have access to products made by the only independently-owned security company that designs and manufactures all of its products right here in the United States. Our 82,000 sq. ft. facility is located in Springfield, Missouri, with over 40,000 sq. ft. dedicated to manufacturing. We believe that provides you with some very practical benefits.

We work closely with our dealers to develop and refine our products. That sort of relationship is best maintained with a domestic-based supplier. Further, it keeps our supply-chain short. With overnight delivery, you can receive almost any needed new item or replacement part the next day.

Considering the sophisticated technology built into our products, it’s not surprising that we also rely on very sophisticated production equipment and precise quality standards. Our design and manufacturing processes have earned the ISO 9001:2008 certification, demonstrating our focus on constant quality and continuous improvement.

While we are confident that quality is built into everything we make, we further ensure that quality through automated optical inspection, and in-circuit and functional testing. These efforts have resulted in a delivered-product defect rate of less than .01%. We continue to drive that number even lower.

Key manufacturing concepts

Focus on the customer
The target is perfection
Employee involvement and responsibility
View every task as a process
Prevention not inspection
Consistency
Product Development:

As in any technology-based industry, we face ever-changing requirements. The nature of security risks constantly evolves, the market changes, and end users expect newer, more capable, and easier-to-operate systems.

We capitalize on our dealer network as a direct "pipeline" of reliable information regarding these changing requirements. We rely on you to bring us your ideas and requirements, and to pass along the feedback you hear from your customers.

We synthesize this information to develop a constant stream of upgrades to existing products and innovations that set new standards in the industry. Our engineers and product development staff maintain their focus on delivering products that will provide you with immediate revenue from system sales, as well as recurring monthly revenue.

If you have suggestions for product enhancements, or new products or services that would benefit you or your customers, please bring them to the attention of your Regional Sales Manager.

Engineering:

You and your clients have high expectations for the products you use to create their security systems.

As a dealer, you want technology that installs quickly and cleanly, and configures easily. Your customers expect technology that provides strong security combined with simple operation. Both you and your customers want technology that provides long, trouble-free service.

The DMP engineering staff is dedicated to meeting all of those expectations. They apply their diverse backgrounds and areas of expertise to advancing the state-of-the-art in both hardware and software. The result is an array of superior security products that you can recommend and install with confidence.
Training:

**On-site:** As a new dealer, you will receive, at no-cost, the On-Site Certificate Training from your Regional Sales Manager, with follow-up training 90 days later. This training will provide you with the in-depth product knowledge needed to select, install, and maintain DMP technology. To keep your knowledge and skills fresh, and to bring new employees up to speed, we also offer annual On-Site Certification Training.

**Web-based:** Qualified dealers can access our curriculum of web-based, self-paced training offerings at any time, 24/7. These courses qualify for CEU credits, and include knowledge checks to ensure learning. Taking advantage of the convenience of online training, we can also create a personalized online webinar to meet your specialized training needs.

**Webinars:** Each month we offer several live, instructor-led, online seminars that you and your staff are welcome to join.

For larger dealers that need to frequently train new employees, we can provide a Train the Trainer session that will enable your staff to assume the training role.

Please see the links below for the latest training schedules.

Regional Training Sessions - [www.dmp.com/Classroom_Schedule](http://www.dmp.com/Classroom_Schedule)
Webinars - [http://www.dmp.com/Web_Seminar_Schedule](http://www.dmp.com/Web_Seminar_Schedule)
Web-based Training - [http://www.dmp.com/Web_Based_Training](http://www.dmp.com/Web_Based_Training)
Credit:

Orders placed prior to credit approval will be shipped COD or with payment via a credit card (Visa, MasterCard, or American Express) until your line of credit has been established. Terms for dealers with approved credit are 1%/10 days, NET 30 days.

You can also choose to pay via Electronic Funds Transfer (EFT). With your authorization, we will automatically deduct payment for your orders directly from your checking account. Dealers who pay via EFT receive free UPS Ground freight for their order.

Additional benefits of EFT payment include:
- No hardcopy payment statements
- No checks to write
- No overnight mailing or express letters
- No late charges
- No CODs

Contact Information

800.641.4282 (M – F, 8:00 AM-5:00 PM CST)
Fax: 417.831.1325

Pricing:

We offer our dealers a streamlined business relationship using column pricing. The goal of this program is to reward loyalty, consistency, and volume while giving you the power to control your prices based on an annual purchase volume.

Ordering on a regular basis ensures that you receive a catalog and price list along with any special offers. We strive to always provide you with the best products at the lowest possible prices.

Dealer 1: Standard entry-level pricing
Dealer 2: Sales averaging between $1,000 and $2,499 per month
Dealer 3: Sales averaging between $2,500 and $4,999 per month
Dealer 4: Sales averaging between $5,000 and $9,999 per month
Dealer 5: Sales averaging over $10,000 per month

Price categories are reviewed every six months and adjust accordingly. You can request a review by contacting your Regional Sales Manager.
Special Programs:

Employee Discount

As a member of our authorized dealer network, we are pleased to extend to you and your employees the opportunity to purchase a DMP security system for your home or business at a reduced price.

Fill out the Dealer Employee Discount Program form (LT-0388) and fax or mail it to the phone number or address shown at the bottom of the form. Payment is required at the time the order is placed.

Free Shipping

As a DMP dealer in good standing, you'll receive free UPS Ground Freight on all orders over $1,500.

Discounted Receiver

When buying your first DMP SCS-1R Receiver at the standard price, you can purchase a second receiver at a discounted price. Additional benefits to new receiver buyers include extended terms and a 2% rebate on all purchases from DMP for the following six months. Use the SCS-1R "Deal Builder" form to take advantage of this program. [Where do they get the form?]

Returns /RMAs:

Product can be returned for credit within 60 days of the invoice date.

Before returning any product for credit, obtain a Return Merchandise Authorization (RMA) number from Customer Service. When calling for your RMA, please have the following information available:

- Invoice number
- Reason for return

The RMA number you are issued must appear on the outside of the package. Shipping charges must be prepaid. The product must be in the original, unopened packaging. No product to be accepted for credit after 60 days.

Any defective products will be immediately accepted for credit, exchange, or repair within 60 days from the invoice date. For repairs, see the Returns-Repairs tab. For credit, follow the procedure described above.

Contact information

United States: 800.641.4282 (M – F, 7:00 AM-7:00 PM)

International: 417.831.9362

customerservice@DMP.com
Website

For updates and information, you can always turn to the DMP websites.

Buy.dmp.com is our ecommerce site with pricing and ordering information. You can find all our spec sheets, manuals, and literature here by navigating to the product you are interested in, and then clicking the “Documentation” button. A new window will pop up with all the documentation available for that product.

At dmp.com, visit the Dealer Direct area to view products, access case studies, battery calculations, software downloads, technical updates and more! There is no pricing information shown on dmp.com, so you can have your technicians visit the site and download needed information.

To access web-based training, go to www.dmp.com, select Training from the left navigation, then select Web-Based Training. Select “click here” to view the courses available and begin your training.

You can also preview our marketing programs online! Go to www.dmp.com, select Dealer Marketing from the left navigation bar, then select the materials you’d like to preview. You can preview both stock and customizable literature, videos that can be added to your website, and photos available for your website or marketing materials.

Please contact Customer Service for questions regarding logging in to either buy.dmp.com or dmp.com.
Vertical Markets

While DMP technology is used in an almost unlimited range of markets and applications, there are specific features and functions that make our products especially valuable in several vertical markets.

**Residential**: Our panels include a number of features developed specifically for the residential market. The Home/Sleep/Away feature gives homeowners one-touch access to three arming levels. Cancel/Verify allows the homeowner to silence an alarm while still keeping the system armed, and allows for quick cancellation of false alarms.

**Commercial**: DMP provides commercial users with network security solutions that integrate intrusion, fire, and access control into a single, effective system that can be scaled and configured precisely to their needs. Strong communication between the system and Central Station can be established via a complete set of communications options ... Network, Cellular, and dial-up.

**Retail**: Simple operation ensures that even casual users can reliably arm and disarm the system, with reduced false alarms. Our systems integrate with CCTV and energy management systems to provide an attractive ROI. Additional, significant savings are also provided through network monitoring, eliminating costly phone lines. A range of reports, including Late to Open/Early to Close, provides information to help system users both manage and protect their facilities.

**Banking**: The quality and reliability of DMP technology make it appropriate in even the most demanding security installations, such as banking. DMP systems are installed in branches, vaults, and ATMs. In addition to products specifically designed for financial institutions, special features include Panic/Hold-up Button Summary Test, Dual Custody/Two Man Rule, and Early-Morning Ambush.

**Government**: DMP technology, including Card Plus PIN Option and on-board AES (Advanced Encryption Standard) Encryption makes DMP products ideal for high-security government installations and SCIF applications. Our technology has earned a variety of high-security certifications and approvals including:

- N.I.S.T. Certification UL2050 for SCIFS
- NISPOM and DCID 6/9
- GSA contract # GS-07F-0298J
**Marketing**

Our goal is to help DMP dealers become more successful by giving you the tools you need to increase sales. We keep you up-to-date with product release and technical update emails. Please fill out the Info Request Sheet that was in your application package to ensure that the right people in your company receive these emails. You can verify or change your list of email recipients by calling 800-641-4282, X190.

We provide a range of end-user literature to help you promote both DMP products and your services. Photos for your website, advertisements, etc., are available for download at [http://www.dmp.com/marketingphotos](http://www.dmp.com/marketingphotos). You must log in to Dealer Direct to access this page.

**Marketing Support Programs**

Beyond supplying you with quality products, DMP also supports you with marketing materials to help you grow your business. Our Dealer Marketing Support Program includes customized literature and marketing videos. With our Private Label Program, you can add your logo to the clear light pipe on DMP Keypads. Everyone who sees the keypad will be reminded of who to call for security system information or service.

Purchase customized brochures, door hangers, advertisements, tear sheets and more with our Customized Literature Program. All of these marketing materials include areas where you can add your logo, company description, photos, and contact information. Customized videos that describe DMP features for your website, tradeshows, or emails are also available. We can add your logo and phone number at the beginning and end of each video, and provide the videos in a variety of formats. You can have great looking, customized marketing literature and videos with little effort and at a fraction of the cost of creating your own. You can view the customizable literature and videos at [www.dmp.com/marketingsupport](http://www.dmp.com/marketingsupport).

To review pricing or order any of these high quality, customized marketing materials, please see the forms behind this page. In addition to providing options for colors and quantities, the forms also provide information on volume discounts available.

We strive to bring you a steady stream of advanced products that are easy to sell and install. We support your sales and growth with a range of marketing materials and programs.

If you have any questions or would like to place an order, please call 800.641.4282 X190 or email customlit@dmp.com.
Sales Literature/Promotional Items

High quality product literature and promotional items can be extremely valuable sales tools. Your customers will appreciate the ability to read about the products you are recommending, and to learn more about the features and benefits.

As a DMP dealer, you have access to an impressive assortment of product literature and promotional materials. Used in conjunction with your personal sales effort, these items will help you close more sales. You can select from:

- **Brochures**: High-quality, full-color promotional literature that will help you describe the features and benefits of DMP products to your customers.

  Click on the literature/promo page under "products" on the main menu bar to view all available literature.

- **Promotional Items**: A variety of attractive and functional items such as hats, golf balls, tools, and USB drives, each imprinted with the DMP logo.

  Click on literature/promo under "products" on the main menu bar to view all available promotional items.

- **Case Studies**: Summaries of real-life customer problems and a description of how DMP technology provided successful solutions.

  Click on case studies page under "dealer direct" on the main menu bar to view all case studies.

- **White Papers**: Detailed analysis of various common security-related topics, with an emphasis on DMP’s relevant expertise and products.

  Click on white papers under "dealer direct" on the main menu bar to view all available literature.

In addition to our standard literature, you can also take advantage of our customized literature. These brochures and hang tags can be imprinted with your company's background and contact information, creating personalized sales materials at a fraction of the usual price.

Visit [www.dmp.com](http://www.dmp.com) to see samples of all available literature and promotional items, or contact the Marketing department for more information.
Fax-back feedback form:

We learn from your feedback and would appreciate your comments on this binder. Please fill out this form and email to marketing@dmp.com or fax to 417.447.9664.

➢ What do you like most about the binder?

➢ What was the least helpful part of the binder?

➢ What is missing from the binder that would have been helpful?

Please rate the following statements from 1 (Totally disagree) to 5 (Totally agree).

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