

### How to Reduce False Alarms:

Responding to false alarms is costly to you & your Police Department. Listed below are some ways that can help you prevent false alarms and possibly save you money in the form of false alarm fees.

- Make sure that anyone who has a key to your premises (children, employees, neighbors, caretakers, domestic or cleaning crews, delivery personnel, realtors, and all temporary staff) is fully trained to use the system. This means that they need to know how to arm and disarm the system. You are responsible for their actions. Many systems allow you to assign different codes for non-family members.
- Know your alarm company's procedure for canceling a false alarm. Have their call-back number available at hand. **However, never post your "pass-code" number on or near your phone. This is an open invitation to a burglar!**
- Before activating your alarm system, be sure that doors and windows are CLOSED and securely LOCKED. This reduces the chance that friends, neighbors, or customers will enter and cause the alarm to activate. It also reduces the chance of the wind blowing open a door or window and activating your alarm. Unlocked doors and windows will not lead to a waiver of a false alarm.
- If you leave the premise and wish to re-enter and immediately leave again, disarm your system when you re-enter and arm it again before you leave. Often alarm users will remember that they may have left an item in the premise and attempt to "beat the clock" by getting in and out before the alarm goes off. This is a sure cause for a false alarm activation. Make sure your system is programmed to give you enough time to leave or enter your premise before your alarm sounds. If you find the time-allowed is insufficient, contact your alarm servicing company.
- Be aware that motion detectors can be activated by drafts from fans and air-conditioners which can cause the movement of helium balloons, decorations and curtains. Move these items away from drafts and secure them. Also, restrict your pets to areas without motion detectors. Even with "pet friendly" systems, they can jump and climb into the view of the sensors.
- Check your systems batteries. If the batteries don't work properly, neither will your system. If storms or brief power outages of 4 hours or less activate your alarm system, your system needs to be checked by a professional.
- Call your alarm company after each false alarm to determine the cause of the false alarm. You may continue to have false alarms until the problem is repaired or adjusted.
- Test your alarm annually. **Please note: Notify your Alarm Company/Monitoring Station before conducting a test of the alarm system. A response to a "test-mode" will result in a false alarm activation.**
- Please have your alarm system serviced annually, similar to having your AC/Heating system checked.
- If you have a false alarm and wish to cancel a response by Police or Fire Departments, you must follow your alarm company's cancellation procedure. **(DO NOT CALL 911 TO CANCEL) You will not be charged for false alarms that are cancelled before the police arrive.**