

False Alarms

Consumer Tips for Reducing False Alarms

WHY ARE FALSE ALARMS A PROBLEM?

- False alarms take police away from real emergencies.
- False alarms are not merely embarrassing; they endanger responding authorities and your whole community. Setting off a false alarm is like dialing 9-1-1; the police will respond thinking there is an emergency.
- False alarms can lead neighbors to ignore your alarm if it goes off repeatedly; it's like "crying wolf".
- In effect, your security system becomes less credible.
- False alarms may make you reluctant to arm your system — exposing your business or home to undetected theft or fire.
- False alarms can cost you big fines in many US, cities and towns. In fact, in some instances, chronic abusers may even have police response suspended.

YOU CAN MAKE A DIFFERENCE!

- 76% of false alarms are caused by user error.
- To reduce that number, make sure anyone with a key to your business or home knows how to operate your system.
- Make special arrangements for guests or repair technicians.
- Routine maintenance can greatly reduce false alarms. Have your security company check and service your system (including batteries) regularly.
- Call your security company immediately if your system doesn't seem to be working correctly or before you do any remodeling.

WHAT IF YOUR ALARM GOES OFF?

- Don't panic. Remember your security on & off codes.
- Find out if there really is an intruder or fire and respond appropriately.
- If the alarm activation was accidental, carefully disarm your system.
- After you've reset the system, call your central station, don't leave your home or business until you've spoken with your monitoring center and assured them there is not an emergency.

BE PREPARED!

- Rehearse alarm cancellation with everyone who might use your system
- Make sure everyone who has a key to your home or business knows how to operate the security system and can cancel a false alarm if necessary.
- Give all system users the name and number of your monitoring center and a security ID in case they need to talk to a central station operator.
- Keep your security system user's guide & alarm company's name and phone number handy. (not in an obvious place where an intruder can find it!)
- Call your monitoring center if you change your phone number, plan to sell or remodel, and always remember to test your system regularly.