



False Alarm Prevention

Information for Alarm Users

IT IS EVERYONE'S
RESPONSIBILITY TO



FALSE ALARMS

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If You Give Them a Key – Give Them the Codes!



How many times has law enforcement been dispatched to your home because visitors, family, child care givers, domestic help, real estate agents, contractors or other employees set off your alarm and did not know what to do?

Consider the following steps to help reduce the chance that you will have a false alarm:

1. Make sure everyone, who has access to your home, such as child care givers, domestic help, extended family, etc., are familiar with your alarm system.
 - Educate them on the proper use of the system. This includes how to arm/disarm the system, proper points of entry and exit and how to cancel a false alarm.
 - Be certain they understand how much time they have to either enter or exit the premise when the system is activated.
2. Contact your alarm company and assign each person who will be arming/disarming the system their own personal passcode/password. You can have it removed when it's no longer needed.
3. Educate your guests/employees on your alarm monitoring company's procedures should they set off the alarm accidentally.
4. Teach them how to cancel a false alarm to avoid the imposition of potential fees or fines.
5. Keep your monitoring center's phone number in an easy to find place.
6. If you're going out of town and have a house sitter, make sure they have permission to authorize repairs to your system if it fails.
7. Make sure everyone who has access to your home or business has a valid code to turn on and off your alarm system **as well as** the password/passcode used to identify themselves to your alarm company as a valid alarm user.

