



# Don't be part of the false alarm PROBLEM



HOW TO

**AVOID**

**FALSE ALARMS**



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## FACTS:

*What are the most frequent human errors that cause false alarms?*

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### Residential...

- \* Incorrect key pad codes
- \* Failure to train authorized users
- \* Failure to secure doors/windows
- \* Failure to cancel alarm with monitoring facility

### Commercial...

- \* Incorrect key pad codes
- \* Failure to train authorized users
- \* Failure to cancel alarm with monitoring facility
- \* Failure to notify monitoring facility of unscheduled openings or closings.
- \* Failure to update authorized personnel list with monitoring facility.
- \* Failure to secure doors/windows.

*What are the most frequent equipment problems that cause false alarms?*

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- \* Improper application/installation of interior motion detectors.
- \* Improper application/installation of outdoor beams.
- \* Improper charging/checking of batteries.
- \* Faulty equipment.

Nationwide, each year false alarms cost all of us millions of dollars and thousands of wasted man hours responding to these calls. Additionally, they increase the liability and endanger the safety and welfare of the public, responsible parties, and responding agencies.



## Tips:

- \* Make sure everyone is familiar with the alarm system operations.
  - \* Secure doors/windows before turning on the system.
  - \* Beware of changes to the alarm's environment (decorations, fans, etc.)
  - \* Notify monitoring facility of any/all changes including contact phone numbers.
  - \* Routinely inspect equipment and have it maintained by qualified personnel.
  - \* If power to the alarm system is out for more than ten (10) hours, please call your alarm company.
  - \* Check/replace batteries in all wireless devices.
  - \* Make sure your central monitoring facility attempts to verify an alarm signal before dispatching an emergency response.
  - \* Test your alarm system after any alarm work is completed.
  - \* Keep all names and numbers accessible for the alarm company and the monitoring facility.
  - \* Know your town's policy regarding false alarms and any applicable grace periods.
  - \* Notify the police department of any responsible party/keyholder information.
  - \* Contact your alarm provider as soon as you observe any type of alarm malfunction.
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Quiz answers:  
1.F 2.T 3.F 4.F 5.C 6.D 7.C 8.E 9.C 10.A

## False Alarm Quiz:

1. T or F You do not need to lock doors and windows before you arm your system.
  2. T or F Shaking a door should not set off the alarm.
  3. T or F Every person who uses the system only needs to know their password or identification code for verification with the monitoring station. (not any telephone #s or cancellation procedures.)
  4. T or F Monsoon storms are not considered false alarms if caused by low batteries or power outages.
  5. The most common reason for a false alarm is:
    - a.. Equipment problems
    - b. Weather
    - c. Human error
    - d. None of the above
  6. Which of the following can cause a motion detector to falsely trip?
    - a. Drafts in walls
    - b. Ceiling fans
    - c. Pets
    - d. All of the above
  7. When you have a false activation, you should:
    - a. Wait and see if a second false alarm occurs
    - b. Contact the alarm company
    - c. Determine the cause and take corrective steps
    - d. Turn system off
  8. During monthly alarm check & service:
    - a. Check all contacts to make sure they are tight and clean.
    - b. Dust around detectors
    - c. Check doors and windows for warping
    - d. Check any wiring
    - e. All of the above
  9. The control panel battery should be replaced:
    - a. Every year
    - b. Every 1-2 years
    - c. Every 2-3 years
    - d. Every 4 years
  10. 9-volt system sensor batteries should be replaced:
    - a. Every year
    - b. Every 1-2 years
    - c. Every 2-3 years
    - d. Every 4 years
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