

False Alarm Prevention



The information in this pamphlet is provided by the False Alarm Reduction Association, with contributions from the California Alarm Association, Adopt a City Program and the National Burglar & Fire Alarm Association.

For more information on false alarm reduction, visit the False Alarm Reduction Association's (FARA) **Website at www.faraonline.org** and contact your First Alert Professional Authorized Dealer.

False Alarms

- Take police away from other pressing matters
- Are a nuisance to you and your neighbors
- Make your security system less reliable
- Make you reluctant to use your system

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Residential False Alarm
Prevention Guide

**Easy to Follow Tips
for the Alarm Customer**

Residential False Alarms

• Did you know that the three major causes of false alarms are:

- User errors
- Installation or service errors
- Equipment failures



- Did you know that more than 80% of false alarms are related to preventable user errors?
- Did you know that 20% of alarm users cause 80% of all false alarms?
- Do you think alarmed locations are entitled to unlimited police response?



What are the causes of false alarms?

- Inadequate training of people to your security system
- Weak system batteries
- Open, unlocked or loose fitting doors and windows
- Drafts from heaters and air conditioning systems that move plants, curtains, balloons, etc.

Workable Solutions...

Know what to do if you set off your alarm by accident

- 1) First, Don't Panic. There is time. Enter your disarm code (carefully) to reset your system. Remember, if there were a burglar, he or she would not know your code. Do not write it on your keypad!
- 2) Wait for your alarm company or central station to call. Give your password or ID code, this is different from your disarm code. Be sure to follow all procedures established by your monitoring station.
- 3) Do not leave your home until you have talked with your monitoring station.
- 4) Finally, any person who has keys to your property MUST be able to operate the alarm. Neighbors, cleaning personnel, real estate agents, guests, relatives, babysitters, service and delivery personnel who may enter your property must have a code to operate your system, and they must be practiced in its use. Depending on your security system, you can set up a different access code from your own personal one.



Before you activate your alarm system

- Lock all protected doors and windows
- Educate alarm system users
- Have your security company check and service your system regularly
- Contact your authorized dealer if you have any apprehensions about your system
- Ask your authorized dealer about regular checks and routine maintenance
- Notify your security company if you plan any remodeling, including replacing doors or windows; hanging drywall; sanding floors; installing attic flooring or basement ceiling; changing phone systems; installing intercoms, siding, ceiling fans or skylights; fumigating; installing wiring for cable or other electronics, or installing anything near the system control panel or keypads.

