



FALSE ALARM PREVENTION TIPS

MAINTENANCE TIPS



Annual and monthly maintenance

Inspect your equipment and battery monthly, test the system monthly, and change batteries every three to five years. Request annual maintenance inspections from your alarm provider.



Contact your alarm provider immediately when your system is not working properly

Consider your alarm's sensitivity setting for vibration, door contacts and motion detectors. Simple construction, street vibrations and strong winds may rattle structures and cause alarms.



Placing your system on test

Your alarm system should be put on 'test' during certain situations like construction and renovations. When the work is done the system should be inspected before using it again. Contact your alarm company when any changes are being made to your premises or if you wish to put your system on test for other reasons.

SECURITY COMPANY TIPS



Special Instructions for your home or business

Ensure that your monitoring station is made aware of any special instructions that police need to know so they can forward that information to the police service.



Upgrading your system

Upgrading your system to various device types will help reduce false alarm charges for you. Adding motion sensors and/or video for example will greatly reduce the chance for false alarms.



Guard Service

Alarm calls are considered emergency calls for service with high priority. To help reduce false police dispatches, most alarm companies use a qualified guard service to attend to your alarm; once they arrive, they will dispatch police only if it is necessary.



Enhanced Call Verification

Ask your alarm company about enhanced call verification: if you choose this, they will call at least two keyholders before dispatching police or guard service, or only when multiple zones are activated.

EQUIPMENT TIPS



Motion Detectors

Ensure nothing will activate motion sensors, especially when heating/cooling systems are activated. Seasonal decorations, hanging signs and helium balloons are often the cause of false alarms.



Before You Exit

Lock and close all windows and doors before activating the alarm system. Loose and rattling windows and doors will set off alarms.



Arming/Disarming Delay Period

Use the door closest to the keypad and set the delay to allow for enough time to enter/exit.



Keypad

Ensure it is in an accessible location. Train all users on proper use, including whether or not you can activate a panic alarm or a duress alarm from the keypad.



Fobs and hidden hold up buttons

Keep away from children. Train frequently on proper use. Know how to deactivate if pressed in error.



Pets

Pets should be kept in an area where they will not activate motion sensors when the system is armed. Consult with your technician if there are pets in the home.

TIPS FOR USERS & KEY HOLDERS



Ensure all users are educated and trained on proper operation of the system:

This includes keypads, the battery, knowing passcodes, being notified of password changes immediately, knowing the location and proper use of panic buttons, duress alarms from the keypad, hold up alarms and the phone number of the monitoring station in case it is accidentally set off. Your alarm company will be calling your home or business first; make sure everyone has their passcode memorized.

Users may not be limited to residents and regular employees; Temporary/occasional users may include contractors, day cleaners, after hour night cleaners, realtors, house sitters, dog walkers, landlords, relatives/children visiting, casual workers, armoured car security companies and after hour delivery drivers and service personnel.



Provide your monitoring station with an accurate and up-to-date key holder list and emergency premises phone number.

This should be verified twice a year - ask to see the list. Your alarm company should be advised when you are travelling or on vacation as you may want to modify that list during those times.



Chosen key holders should be expected to respond to phone calls **at any hour of the day or night** and may be asked to attend;

Ensure they know they are your key holder and that they are familiar with your alarm system and have memorized their password. Make sure they are capable of arming and disarming the system, know your instructions as to when to dispatch police or guard service and know what to do in an emergency. You must give them the monitoring station's name and phone number which should be entered as a contact in their cell phone (obtain that info from your alarm company - some use third party monitoring stations which go by different name and often display a changing 1-800 number) so if they should phone your keyholder, they will answer their phone or return the call quickly.



Businesses - special notes

Employee turnover is a huge issue when it comes to the alarm system. Designate an 'alarm system manager'. Have frequent training sessions. Contact your alarm company at least twice a year to confirm keyholder lists and phone numbers and go over your instructions as to when to dispatch police or guard service. Review both these topics frequently. Request their technician to conduct training sessions and annual inspections on the system.

Hold up/panic and duress alarms cannot be cancelled for commercial accounts. Please take extra time learning these systems and training new and temporary employees.

Your alarm company should always have an emergency phone number that employees answer on-site.

TOP 12 REASONS FOR FALSE ALARMS

- 1 User enters the wrong code
- 2 User does not know how to disarm system
- 3 User does not know the phone number of the monitoring station to cancel
- 4 User does not know the passcode/password
- 5 User does not know how they cause panic and duress alarms from the keypad
- 6 Keyholder list is outdated
- 7 Keyholders do not answer their phones and don't call monitoring station back quickly
- 8 Night cleaners setting off alarm at businesses
- 9 Evening armoured car security service setting off alarm at financial institutions
- 10 Single zone activations
- 11 Insecure premises: entry doors, garage doors and windows left open or unlocked
- 12 Poorly maintained doors and windows in the home or business

