

FALSE ALARM PREVENTION...

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

Did you know?

Almost 80 percent of all false alarms are caused by user error. There are easy steps you and your alarm dealer can take to prevent false alarms!

...**YOU** make a difference!

The information in this pamphlet is provided by the National Burglar and Fire Alarm Association.



For more information contact your dealer or the NBFAA

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FIRST ALERT PROFESSIONAL

FALSE ALARM PREVENTION GUIDE



Easy to follow tips for the Alarm Customer

Your alarm system is your first line of defense, it will:

- ▶ Deter crime—your home is 3 to 6 times less likely to be burglarized
- ▶ Detect and alert you to fires, intrusions and attempted intrusions
- ▶ Alert Police and Fire officials of criminal activity or fire
- ▶ Provide peace of mind



What are the causes of false alarms?

- ▶ Unlocked or loose doors
- ▶ Kids, neighbors, relatives, visitors, repairmen, etc.
- ▶ Wandering pets
- ▶ Errors by the user



WORKABLE SOLUTIONS TO PREVENT FALSE ALARMS

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

- ▶ **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 by the keypad!
- ▶ **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.
- ▶ **Do not leave your home or business** until you have talked with your monitoring station.
- ▶ **Finally, any person who has keys to your property MUST be able to operate the alarm.** Contractors, house cleaners, employees, friends and others who may enter your property must have your code to operate your system, and they must be practiced in its use.

Before you activate your alarm system

- ▶ Securely close and lock all protected doors and windows.
- ▶ If you are leaving your home, make sure the door you leave by is closed tight.
- ▶ Keep pets, fans, heaters, etc. away from motion sensor areas.
- ▶ Know and rehearse the process to cancel an accidental alarm. Anyone with your key should know this process.
- ▶ Know how much time you have after you arm your system to leave and to disarm your system when you come in.

Work closely with your alarm system dealer

- ▶ If you have any apprehensions about your system, call your alarm company today!
- ▶ Ask your company about regular service checks and routine maintenance.
- ▶ Contact your alarm dealer if you are planning any home improvements or renovation projects, changing phone systems, installing skylights or ceiling fans, or even fumigating.
 - ▶ Alert your dealer if you hire any domestic help, get a pet, plan to sell your house, want to test your system, or make any changes in your telephone service.



**Be part of the solution!
Help the Police
and enhance the
effectiveness of
your alarm system.
Do your part to
prevent false alarms!**