

## WHAT'S AN ALARM USER TO DO? ALARM USER RESPONSIBILITY



Being an owner/operator of an alarm system, or an employee of a business that is equipped with an alarm, brings certain responsibilities. Alarm activations summon public safety to respond; therefore, alarms should be completely reliable and should only request police and fire dispatches in the event of an actual emergency. Did you know that 98% of all alarm activations turn out to be false alarms? It is up to you, the alarm user, to do your part to eliminate false alarms.

The following tips will reduce false alarms in your community and save you valuable money in false alarm fines:

- An alarm system needs general upkeep, annual maintenance and repair. Contact your alarm company today to schedule an appointment.
- Change all batteries at least every 3 years or more often if you experience frequent power outages.
- Get to know your local alarm ordinance and registration requirements.
  - Update call lists with police, fire and alarm companies on an annual basis, or as the information changes. Make sure everyone on the call list knows their passcode.
  - Educate and fully train everyone who has access to the alarm location.
  - Understand and emphasize the importance of canceling a public safety dispatch in the event of a false alarm. Enter your alarm monitoring company's phone number in your cell phone for quick access.
- Request your alarm monitoring company to call the alarm location and another phone number before they dispatch public safety on a burglar alarm activation. This technique has been proven effective in avoiding false alarms.
- Ensure guests, renters, workers, contractors or hired help are properly trained and are given a code and password to your alarm system, OR do not leave them unaccompanied at the alarm site.
- If you are having trouble with your alarm system, contact your alarm company immediately.



Remember, operating an alarm system is a big responsibility. It is up to you, as the owner or operator, to be proactive and manage your alarm system in order to eliminate false alarms.

Everyone benefits from false alarm reduction.  
Be the solution.