



### COMMON CAUSES OF FALSE ALARMS...

- ✓ Inadequate training of all those allowed access to your alarm site.
- ✓ House cleaners, house sitters, contractors, lawn care workers, extended family members, and pet sitters.
- ✓ Weak or depleted system batteries.
- ✓ Open, unlocked, loose fitting sensors or defective doors/windows.
- ✓ Drafts from heaters/air conditioning systems and open windows move plants, curtains, balloons, etc.
- ✓ Wandering pets.

### INSTALLING AND ACTIVATING AN ALARM SYSTEM

- ✓ Check with your local jurisdiction for registration requirements.
- ✓ Completely understand how the alarm system works; what it does and does not do.
- ✓ Accept the responsibility to keep your alarm system in proper operating condition.
- ✓ Ensure all users of your system are provided thorough instructions on using and testing the system and cancelling unnecessary false alarm dispatch requests.
- ✓ Ask your alarm company for written instructions and a physical demonstration of the use of your alarm system.

### HOW CAN YOU PREVENT FALSE ALARMS?

- ✓ Lock all doors and windows.
- ✓ Ensure moving items such as balloons, curtains, decorations and pets are not placed in the path of motion detectors.
- ✓ Know how to cancel an alarm dispatch request.
- ✓ Educate all alarm system users on the proper use of the alarm system.
- ✓ Schedule a service call if the alarm is not working properly.
- ✓ Notify your monitoring company if you remodel, change or upgrade phone systems including DSL, VoIP, FIOS.
- ✓ Update your contact information with your alarm company annually or if you hire domestic help, get a new pet or plan to sell your house.
- ✓ Instruct your monitoring company not to dispatch law enforcement on power outages, weather related signals, low battery signals or heat loss sensors.
- ✓ Ask your monitoring company to use Enhanced Call Verification (ECV), which requires making two calls to a responsible party prior to requesting a law enforcement dispatch.