



False Alarm Prevention

ARE YOU READY FOR VACATION?

IT'S TIME FOR A VACATION!

You've been counting the days until it is time to leave. You are certain that you haven't forgotten anything, and you need to do to ensure your home is secure and things will run smoothly while you are gone.

Vacation Checklist:

House and pet sitters hired

- A. Arrange for mail and newspapers to be picked up daily
- B. Lawn Service to care for yard
- C. Timers set on interior lighting

WHAT ABOUT YOUR SECURITY SYSTEM?

It's very important to make your security system and your alarm company a part of your checklist.

Security System Checklist:

Train each person that will enter the premises on how to use the system (including bypassing the motion detector; what to do if an alarm occurs; and how to cancel an alarm)

- A. Give each person that will enter the premises their own entry/exit numeric *code* for the keypad and a personal identification *passcode or ID* to give the central station if an alarm occurs
- B. Notify your alarm company of what days you will be gone
- C. Inform the alarm company whether or not anyone is authorized to be in your home while you are away
- D. Update your emergency contact information, including who has keys to your home
- E. Give the alarm company a number where you can be reached if you want to be notified of any alarms while you are away

Taking the time to go through a Security System Checklist will:

Ensure that temporary alarm users know how to properly use the system Give the most current contact information and status of the premises to the alarm company



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And Most Importantly

Help avoid false alarms and the possible imposition of fees or fines

The big items that will reduce false alarms:

1. Demand that your alarm company/central station utilize 2call/multiple call verification.
2. If false alarms are caused by critters (birds, mice, rodents, bugs), then insist that cross zoning be utilized to solve the problem.
3. If false alarms are caused by dogs or cats, ask your alarm company to change your motion detectors to new "pet immune" detectors or ask them to assist you in reconfiguring your system to prevent false alarms from your pets.
4. If false alarms from unknown causes persist, insist that your alarm company find a fix to the problem. There is no such thing as an alarm problem that can't be fixed.