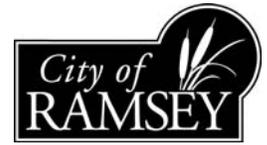


FALSE ALARM PREVENTION

FOR BUSINESSES



UNDERSTAND YOUR ALARM SYSTEM

Communicate with the alarm company on an annual basis. It is very important that everyone in your business who is responsible for opening or closing understands how your alarm works, how to deactivate it, and how to contact the company after hours. Talk to your alarm provider and become re-educated in the design and use of your particular system. Find out:

- If your alarm system identifies the device that caused the alarm activation?
- What prevents accidental trips?
- If there is a way to cancel response on an accidental activation?
- What internal verification procedures are available when alarm activation occurs (such as the monitoring center contacting your business phone number to obtain a code word confirming or discounting the alarm activation prior to requesting law enforcement being dispatched)?
- If your monitoring company uses Enhanced Call Verification (ECV), which means if they receive no answer at the alarm site, they call an authorized secondary phone number prior to dispatching law enforcement.

TIPS FOR PREVENTING FALSE ALARM CALLS

1. Be sure all employees are thoroughly trained before attempting to use the alarm system. Hold monthly training sessions to ensure alarm users are aware of: any changes to the system, the importance of careful pre-arming checks, designated entry/exit doors, proper opening/closing procedures, correct pass codes and arming codes, and rehearse how to cancel accidental activations.
2. Watch out for holiday-related false alarms: thoroughly train temporary holiday employees, watch last minute schedule changes leading to inexperienced employees arming or disarming your system, and be careful with the placement of seasonal decorations.
3. Look for items that can move within the "view" of your motion detectors, causing false alarms (fans, heaters, hanging signs, fax machines, decorations, balloons, curtains, plants, pets, etc.)
4. Confirm that special consideration has been given to the installation of motion detectors in high bay areas with overhead doors, large exhaust fans or ceiling vents, which allow entry of birds. Discuss with your alarm provider whether your location's environment requires specially designed and installed motion detectors that will not false due to birds, wildlife, rodents, cats, etc.
5. Ensure all doors and windows are secure and locked before arming your system.
6. Ensure that floor mounted contacts are not being used on overhead/rollup doors. Instead, use track-mounted wide gap contacts by placing a track-mounted contact on BOTH sides of the door tracks at 4 – 5 feet on one side and at 7 – 8 feet on the other side. Require that BOTH contacts must be activated to trigger the alarm. This will reduce and/or eliminate false alarms due to wind or

shaking of the door. Have your alarm provider check the type and condition of contacts installed on your overhead doors.

7. Do not change your pass codes without advising your central monitoring station.
8. Don't change pass codes and arming codes without advising the appropriate authorized users.
9. Train new users thoroughly, notifying your monitoring station of new authorized users.
10. Your central monitoring station should not request a law enforcement dispatch for power outages, low battery signals or loss of telephone connections.
11. If you believe your alarm system is not working properly, immediately contact your alarm provider.
12. Service and maintain your system (including batteries) regularly before false alarms occur.
13. If your business requires wireless hold-up protection, use dual-action devices only.
14. Replace old law enforcement direct-connect monitoring equipment with newer, high security monitoring technology. ***Dirty or wet phone lines, telephone repairs and service interruptions do not require law enforcement response!***
15. Upgrade old alarm systems to current equipment conforming to Security Industry Association (SIA) false alarm prevention standards.

Alarm companies and alarm users must be responsible for the use and maintenance of alarm systems to help assure prompt law enforcement response when an emergency really does exist.

Source: False Alarm Reduction Association (www.faraonline.org)