



WAYS TO ELIMINATE FALSE ALARMS

False alarms are a problem for everyone. If every alarm user has just a few false alarms, Tucson will end up with thousands of false alarms and waste hundreds of thousands of dollars worth of police resources. Following are 30 ways that an alarm user can eliminate false alarms in their home or business. Following these steps will save vital police resources and improve the effectiveness of everyone's alarm systems.

Alarm Installation

- Have your alarm installed by a qualified company, which is licensed by the City of Tucson. Check references, and get a business address of the Alarm Company. You may want to visit the Alarm Company's facility to ensure that they are a well-established company who will be around after the installation is complete.
- Use dual technology sensors whenever possible. This is where the sensor has more than one type of detector, which must be activated before an alarm signal is sent.
- Make sure your alarm system is installed with Arizona Burglar and Fire Alarm Association Standards.
- Entry and exit door alarm sensors to have at least a 45-second delay before they activate.
- Make sure that any panic buttons are not accessible to children and use only dual-action panic buttons.

Alarms System Operations

- Have your alarm system inspected annually. Have an annual PMI (preventive maintenance inspection) by your alarm company.
- Inspect your motion detectors, door and window contacts, alarm screens or any other alarm components for dust, spider webs, moisture or anything else that might interfere with proper operation.
- In the event of a false alarm, find out what caused it and take steps to ensure that it does not happen again.
- Rehearse alarm cancellation procedures with anyone who might use your alarm system.
- Cancel all false alarms with your alarm company.
- Know your duress/ambush code.
- Have the alarm system user's manual available to all users.

- In businesses, make sure the Alarm Company has a way of contacting you by an alternate number or cellular phone number.
- Make sure the alarm panel transformer is plugged into a 24-hour outlet. If your power is to be off for more than 10 hours, call your alarm company.

Alarm Company Dealings

- Have your alarm company provide you with an orientation and training.
- Make sure you understand your alarm companies verification procedures.
- Discuss with your alarm company end user monthly test procedures.
- When construction or repairs are scheduled on your home or business, call your alarm company in advance and notify them of the work being done.
- Give your monitoring company detailed instruction about who to call when your alarm is activated, and what they should do when they receive an alarm signal.
- Notify your alarm company of any changes of system users.
- If a business, notify the monitoring facility of unscheduled business openings and closings.
- Notify your alarm company if you will be away from home for an extended period of time. Also, notify them when you return. Give them your revised call list for the period while you are away.

Home and Building Management

- If you have pets make sure that your motion detectors can accommodate them.
- Do not leave balloons items in a room that has a motion sensor.
- Be aware of changes in your environment and how they affect your alarm system. New pets, design changes, new houseplants, air conditioning usage, and promotional or holiday displays can all set off an alarm system.
- Make sure that all your doors and windows latch securely to eliminate false alarms from wind or from someone accidentally jiggling your door.
- Rodent or insect problems are causes of false alarms.
- Quickly repair broken windows or holes in roofs to ensure that birds, cats, or other animals can't enter and set off your alarm.
- Ensure that everyone who uses your alarm system has been trained in its operation and knows the code word. This includes employees, janitors, delivery personnel, domestic help etc.
- If you have a question about your locking mechanism contact a professional locksmith.