



## False Alarm Reduction Tips

False alarm fees can cost you hundreds of dollars. Police and fire resources across the country are limited, and should never be wasted. Thousands of emergency personnel hours are spent investigating alarm reports that turn out to be false.

### Tips for Reducing False Alarms

You can take several steps to reduce false alarms. The first is to identify their causes.

#### For homeowners, some of the common causes are:

- Using incorrect keypad codes.
- Failing to train authorized users.
- Failure to secure doors and windows once the alarm is turned on.
- Wandering pets.
- Re-entering the home just after leaving without disarming (assuming the exit delay is long enough to compensate).
- Objects hanging by or around motion detectors.
- Weak system batteries.
- Faulty equipment.
- Acts of nature (strong winds, electrical storms, etc.).

False alarms due to faulty equipment or acts of nature are rare. The single largest cause of false alarms is user error.

#### Once the causes are identified, some basic steps should help reduce false alarms:

- Properly train all users (e.g., babysitters, relatives, children, visitors, etc.).
- Secure doors and windows before turning on alarm.
- Inform the monitoring center of new passwords and new or removed emergency contacts.
- Service and maintain the system (including batteries) properly.

If there is a question as to whether or not the system is working properly, immediately contact **Marshall Alarm Systems at (914) 962-4699** to check the status of the system and devices.