



Steps for False Alarm Reduction

- Ensure that everyone who has access to your home or office knows how to operate the alarm system.
- If they have a key they should have an access code and password!
- Have your alarm system serviced a minimum of every 12 months by your alarm company. False alarms often occur from dirt and cobwebs.
- Check door and window contacts regularly. Loose contacts can cause false alarms. Never paint your door/window contacts without consulting your alarm company first.
- Understand the difference between a trouble signal and an actual alarm.
- Test your system monthly.
- Before having any work done on your telephone lines or before switching telephone carriers, contact your servicing alarm company.
- If you change your phone number, notify your alarm company. This includes your cell phone number.
- Smoke detectors that become dirty or dusty can send a false alarm. Ensure that if you are doing something to create dust that you protect your smoke detectors.
- Are you remodeling? Call your alarm company first. Dust will cause false alarms from the smoke detectors and wires in the walls could be damaged during renovations.
- Ensure that all doors and windows are locked prior to setting your alarm.
- If someone's been away from home or you have a temporary guest, go over the alarm system with them to ensure they're comfortable using it, or have your local alarm company schedule new training.
- If you accidentally set the alarm off, immediately disarm the system. Wait by your telephone for the central station to call and give your password. DO NOT call the alarm company or the police department as this will tie up your phone and the central station may go ahead and dispatch the signal. Most jurisdictions will not cancel once dispatched by the central station.
- Ensure that moving items such as curtains are secure and make sure your pets are in their designated area.
- Take advantage of the Enhanced Call Verification (ECV) the State of Virginia has in place. If no one answers your home/office telephone, have a call placed to a cell phone prior to dispatching the police.

For more tips on what you can do to prevent false alarms, contact your alarm company!