



False Alarm Prevention Guide

Prevent False Alarms By:

- Before leaving, check that all exterior doors are closed and locked.
- Before leaving, check that all motion sensor areas are clear of moving signs, displays, reflective/helium balloons, wondering pets, etc.
- Know how to cancel a false alarm quickly if the system accidental activates.
- Don't Panic. Remember your code.
- Determine if there really is a fire or intruder.
- If the alarm activation was accidental, carefully disarm your system. Carefully press each number of your code.
- After you have reset the system, wait for the monitoring center to call you. Do not leave your home or business until you have spoken to the monitoring center or police/fire Department
- All personnel should be periodically trained in proper alarm operating procedures and false alarm prevention.
- Report any arming of disarming problems to your Server Department immediately at 1-888-663-9276 extension 106.
- If an alarm occurs and you are not sure why, report it to the Service Department immediately at 1-888-663-9276 extension 106.

Remember, 80% of all false alarms are caused by user error.