



ELIMINATING FALSE ALARMS

STAMPING OUT FALSE ALARMS!

False alarms are not often discussed and can be more of a problem than people think. When a false alarm occurs, there are a number of difficulties that arise. The question is, what are these difficulties and how do false alarms occur?

WHY DO FALSE ALARMS HAPPEN?

False alarms occur when a residential or commercial alarm system is set off accidentally, with no real danger or alert needed from the system. There are a few main reasons for false alarms, however, most are very preventable.

The number one cause for false alarms is simply user error. Many customers attempt to use their system without fully understanding how to use it. Educating yourself and other users how to properly use your system can eliminate many causes of false alarms.

Another common cause for a false alarm is accidental triggering of indoor motion detectors. For example, if your system is activated on the interior of your house or business and a balloon floats in front of the motion sensor, this could cause a false alarm and your system will alert our Monitoring Response Center. Luckily, we call you first before notifying the police.

While a system malfunction is rare, it can happen. Fortunately, there are ways to minimize the risk. A regular system test is a great way to make sure your system is running as smooth as the day it was installed. To test your system, simply call us to let us know, and then set off the system in your home or business. We will let you know whether or not the system went off within minutes, and the test is over. Also, if your system is outdated, you may want to consider an upgrade for your own peace of mind! New technology even allows you to remotely control your system with your smart phone, tablet, or computer.

COMMUNICATE WITH US

Heading out of town for the weekend, week, or the season, don't forget to call us at Custom Alarm and let us know. We will review and update your emergency contact list and give you additional safety tips for when you are away. Doing construction, landscaping or have contractors coming and going around your home or business? Give us a call ahead of time and we can work together to minimize the chance of false alarms whether it is the contractor coming in through an unlocked, but armed door, or the landscaper accidentally kicking a rock up through a window. Unique situations such as these happen and putting us 'on alert' will help minimize calls and unnecessary dispatching of law enforcement.

1661 GREENVIEW DRIVE SW, ROCHESTER, MN 55902
507.288.5522 | WWW.CUSTOM-ALARM.COM



ELIMINATING FALSE ALARMS

COMMON CAUSES OF FALSE ALARMS

- Untrained authorized users unfamiliar with system
- Using incorrect keypad codes
- Failure to secure doors and windows once the alarm is turned on
- Wandering pets
- Re-entering the home just after leaving without disarming
- Objects hanging by or around motion detectors
- Weak system batteries
- Acts of nature (strong winds, electrical storms, etc.)

BASIC STEPS TO REDUCE FALSE ALARMS

- Properly train all users (babysitters, relatives, children, visitors, etc.)
- Secure doors and windows before turning on alarm
- Inform the Monitoring Response Center of changes in users with pass codes and contact information
- Service and maintain the system (including batteries) properly

If you are wondering whether or not your system is working properly, immediately contact us and we will check the status of the system and devices.

CONTACT INFORMATION

Monitoring Response Center: 507.288.5520

Main Office: 507.288.5522

Website: www.custom-alarm.com

Email: info@custom-alarm.com

**1661 GREENVIEW DRIVE SW, ROCHESTER, MN 55902
507.288.5522 | WWW.CUSTOM-ALARM.COM**