



False Alarm Reduction

- ❖ If you believe you accidentally set your alarm off, let your alarm monitoring station know immediately. You must provide your verbal password to your monitoring station to cancel police dispatch.
- ❖ Make sure all alarm users and key holders to the building are trained to use the system and have the disarming code.
 - ✓ You may set up a verbal password for them to cancel an alarm but not change anything on the account.
 - ✓ If you are expecting workers, real estate agents, delivery personnel, be mindful when setting your alarm. When possible meet them at your residence to ensure they do not create a false alarm as you will be responsible for it.
- ❖ Do not call 911 to cancel an alarm call. You must call your alarm monitoring station.
- ❖ Set up two-call verification with your alarm company. Make sure the first two numbers to be called are numbers where someone can usually be reached.
- ❖ If you have a duress code for your alarm system take precautions not to inadvertently enter it instead of your disarming code. Duress alarms are silent and the panel will display as if it was disarmed so you will not be alerted if police are on the way.
- ❖ Be sure that doors and windows are tight fitting. Adjust hinges and strike plates so the door only moves about ¼ inch when pulled or pushed on. This is especially important for monsoon season.
- ❖ Have an arming delay of at least 45 seconds on all doors.
- ❖ Have wide-gap sensors installed on all doors. This is important due to temperature fluctuations that can make the door stand away from the frame.
- ❖ Lock all protected doors and windows. Do not leave doors and windows open or unlocked while you are away. Be sure all doors and windows are properly closed and locked prior to arming the alarm system.
- ❖ Do not leave anything that will move (pets, plants, balloons, drapes, blinds, etc) in a room that is protected with a motion detector.

- ❖ Have the sensitivity settings on motion detectors and glass-break sensors adjusted so that unwanted sounds or items do not activate them.
- ❖ You can arrange with your alarm company not to dispatch the police for interior motion sensor activations without having other sensors activated. This is known as “double sensor” dispatching.
- ❖ If storms or brief power outages of 4 hours or less activated your alarm system, your system needs to be checked and adjusted.
- ❖ Call your alarm company after each false alarm to determine the cause of the false alarm. You will continue to have false alarms until the problem is repaired or adjusted.
- ❖ Have your alarm system checked and tested regularly. Having a service plan helps reduce future costs of equipment repair.

For further information, contact 480-948-7418 or email AlarmOps@ParadiseValleyAZ.Gov.