

**With People:**

**Enhance your alarm system's potential by:**

- Instructing domestic or repairpersons on how to fully operate your system.
- Never providing a key to someone who is not familiar with the system.

**Other measures that will improve your security:**

- Be sure that all key holders are trained in the proper use of the system.
- Be sure you have well lit entranceways and that all shrubbery is trimmed.
- Be sure you have all ladders locked away so that they cannot be used by an intruder.
- Be sure you review your property periodically to check for potential access points for burglars.
- Assign a different pass code number from the one you normally use to those whom you allow to access your home from time to time [e.g. the cleaning lady, etc]



Implementation of these tips will vary depending on individual circumstances. CANASA assumes no liability or responsibility for the manner in which these tips are applied.

Canadian Security Association  
(CANASA)

**About us**

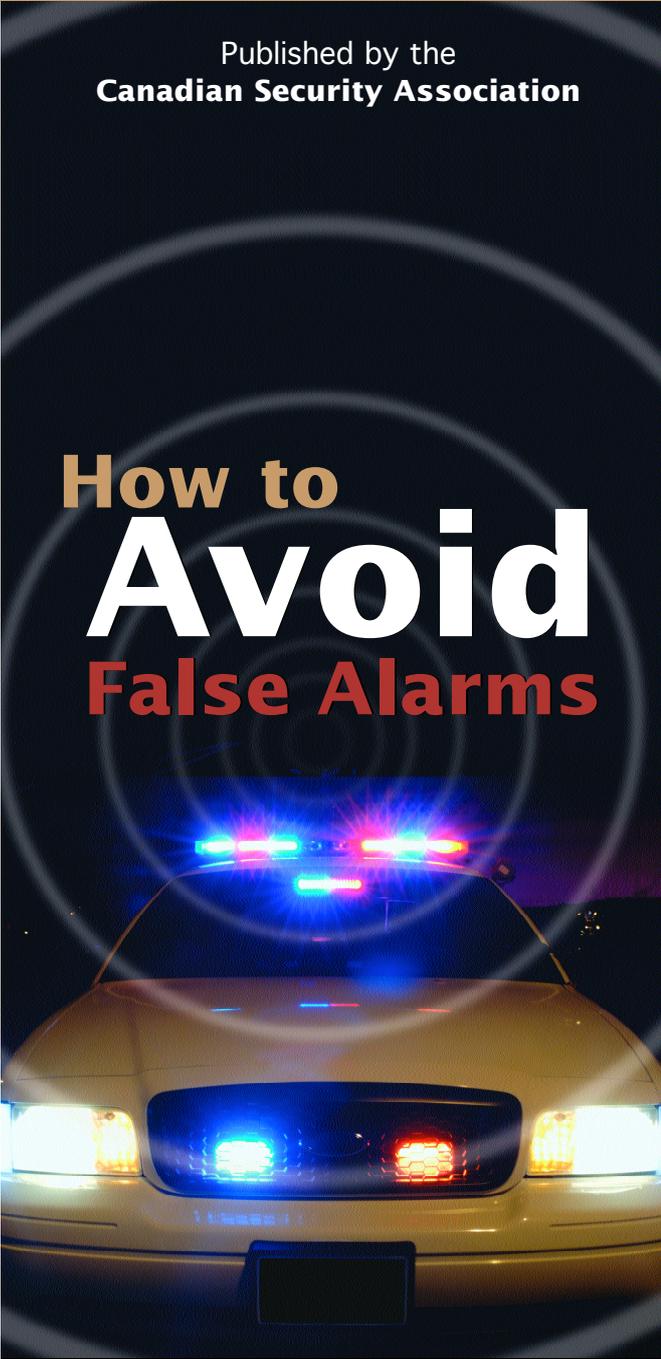
The Canadian Security Association is a national non-profit organization, established in 1977 and dedicated to promoting the interests of its members and the safety and security of all Canadians. We are the national voice of the security industry and have a growing membership of more than 1170 companies across Canada, representing all major segments of the industry. We support our members through a comprehensive network of services, including high quality security education, government relations, marketing, communications, leading industry trade shows and the latest industry information and news.



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How to  
**Avoid**  
False Alarms



## False Alarm Prevention

Congratulations! You've just purchased an alarm system and had it installed by a member of the Canadian Security Association (CANASA). An alarm system is a valuable tool in deterring crime and providing peace of mind. In selecting your alarm company, you've chosen a professional who is committed to installing a quality security system and training you on how to use it efficiently. However, as the owner of the security system, you now have a responsibility to use the system properly and to understand how you can avoid the inconvenience and potential costs associated with false alarms.

## False Alarm vs False Dispatch

A false alarm is when the alarm itself is triggered for reasons other than a legitimate intrusion; sirens and bells go off, and the system, if it is monitored, is time-programmed to send a signal to the monitoring station that your system is now in an alarm condition. A false dispatch occurs when, on a monitored system, in response to the alarm system being set

off, the police or private guard service are dispatched to your premises only to find that there is no intruder or emergency situation.

## What exactly is the problem?

False dispatches potentially threaten the safety of emergency responders (whether police or private guard services) and the communities they protect. Those who respond to alarms are required to be aware and alert. Repeated false alarms at a home or business means the potential for letting "the guard down", or not responding in a timely fashion.

## What can be done?

Studies have shown that 76% of all false dispatches are caused by user error, and CANASA is committed to the education of the public and the industry, in order to reduce such error. As a result, we'd like to give you a few tips on how to make the best use of your security system by reducing false alarm

## Tips for Achieving a Zero False Alarm Rate

The following tips are simple steps that can dramatically affect the number of false dispatches you may experience during the life of your system.

### At Home:

Avoid objects that trigger your alarm:

- When leaving your premises, ensure that all doors and windows are locked.
- Correct all drafts that my move plants and curtains, both of which may cause an alarm.

- Insist that the keypad be easily accessible from the exit point, and that the arming delay is set for a reasonable period

### With Your System:

The following will help to maintain your system and make it more efficient and user-friendly:

- Replace the back-up battery every three to five years.
- Insist that the system has a simple method for testing that will not result in a false dispatch. Perform a test MONTHLY.
- Insist that your system has a cancel signal that an authorized person can use to tell the monitoring company not to dispatch police or guard service.
- Insist on a service call as soon as possible after any unexplained alarms.
- Request annual maintenance checks by the alarm company.
- After any household changes (remodeling, pets, etc.) contact the alarm company to be sure alterations do not affect the system.
- Insist that the installing company provides adequate training on your system.
- Be sure you understand how to operate it BEFORE the technician leaves.
- Questions? Refer to your owner's manual or contact your alarm company.

### With People:

#### Enhance your alarm system's potential by:

- Ensuring that all key holders are trained in the proper use of the system.