

Confirm that special consideration has been given to the installation of motion sensors or detectors in high bay areas with overhead doors, large exhaust fans, or ceiling vents, which allow birds to enter.

Before activation of your alarm system, be sure to securely close and lock all protected doors and windows.

Have your alarm system inspected by a licensed alarm company on an annual basis.



Have an alarm technician replace the batteries in your alarm system as per manufacturer's specifications.

Regular maintenance, such as checking the battery, cleaning motion sensors, replacing door/window contacts and testing the overall operation of the equipment will help alleviate costly false alarms and extend the life of your alarm system.

Test your alarm system regularly. Be sure to notify your alarm/monitoring company first so that no request for police dispatch is made. Do not set your alarm off for the purpose of testing! You will be charged with a false alarm



Stay in regular contact with your alarm company! Make sure your emergency contact list is current and accurate. Call your alarm company if you:

- Have an unexplained false alarm
- Get a pet
- Begin a home improvement or renovation project
- Change your phone number, install DSL, or switch to a VoIP (internet based) phone provider
- Hire a contractor
- Fumigate
- Plan to sell your home

### What if I accidentally set off my alarm?

First, don't panic. Carefully enter your disarm code to reset your system. Second, wait for your alarm company or monitoring center to call and give them the proper password. Some alarm companies instruct their customers to contact them if they accidentally activate their alarm. Carefully rehearse and follow the instructions given by your alarm company to cancel a false alarm. Third, do not leave your home or business until you have talked with your alarm monitoring company. Do not call 911 to cancel an alarm activation. You must call your monitoring center.

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False burglar alarms waste your tax dollars. The Henderson Police Department is committed to working cooperatively with alarm users and alarm companies to reduce false alarms. Together we can make a difference.

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Henderson Police Department

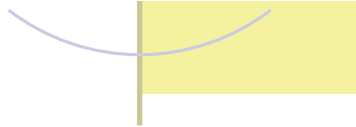
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# Henderson Police Department



## How to Reduce False Alarms



*Henderson Police Department  
200 Breckenridge Street  
Henderson, NC 27536*

**252-438-4141**

***False alarms are a significant problem for Law Enforcement. Ninety-five to ninety-eight percent of all alarm calls are false. False alarms may delay response to calls that may be true. Working together, we can reduce false alarms and preserve resources and provide more time for officers to engage in crime prevention initiatives. The Henderson Police Department has prepared this brochure to help you avoid common mistakes that cause false alarms.***



Fully educate and train every person that has access to your home or business on precise operation of your alarm system.. This may include domestic or cleaning crews, children, caretakers, neighbors, employees, and temporary staff.

## What can I do to help?

Before selecting an alarm system, consult several licensed alarm companies to discuss the type of system and features that will be appropriate for you and your living /working environment.

- Ask each alarm company how the system they suggested avoids false alarms.
- Ask how you can operate it in order to avoid false alarms.

Review procedures, with your alarm company, that you expect the alarm company to follow. Do you want them to make two calls; one to the location and one to your cell, before requesting police dispatch? Do you only want the police notified if an exterior and interior alarm activates? Put your instructions in writing.



Be aware that if cleaning and repair crews cause false alarms you will be responsible.

If you give them a key, give them a code! Be sure that all individuals with authority to operate your system have been given their own personal password. Notify your alarm and/or monitoring company of any changes in authorized persons and codes.

Keep door and window frames in good condition. Warped, sagging, and loose fitting doors and windows may prevent a tight connection with the alarm contacts. Consider using wide gap contacts on all doors.

Always keep doors and windows locked when the alarm is in the "ON" mode to reduce the chance that friends, neighbors, or customers may enter and cause the alarm to activate.

Check for drafts that may move curtains, hanging objects or holiday decorations, which can cause motion detectors to activate.

If you have pets take special care to purchase an alarm system that is pet friendly. You may not want to purchase motion detectors if your pets have free run of the house when the alarm is on. Cats + motion detectors = a false alarm every time! Be sure to discuss pet concerns with your alarm company.



Lighting strikes, and power surges should not cause false alarms. Use surge protectors or suppressors on both the alarm system and the phone line used by the alarm system.

If you acquire new furniture or do extensive rearrangement of existing furniture, be mindful of interior sensors that may be affected.

## How much will a false alarms cost me?

<b>1st Offense</b>	<b>\$ 0</b>
<b>2nd Offense</b>	<b>\$ 0</b>
<b>3rd Offense</b>	<b>\$ 50.00</b>
<b>4th Offense</b>	<b>\$ 50.00</b>
<b>5th Offense</b>	<b>\$ 50.00</b>
<b>6th Offense</b>	<b>\$ 50.00</b>
<b>7th Offense</b>	<b>\$ 100.00</b>

*Based per month*