

A Few Ways to Prevent False Alarms

- Ensure all users (cleaners, temp staff, owners) are properly trained on how to operate the system.
- Check to make sure that movement detectors are not obstructed. (Especially decorations)
- Establish and stick to a 'Close Down' procedure. E.g. lock all doors and windows before setting the alarm.
- Know and stick to the specified entry/exit route and keep to it when setting and unsetting the alarm system.
- Do not enter protected areas until the alarm system has been unset.
- Do not set the alarm system after a false call until the fault has been identified.
- Advise Lifeline on 01983 521621 if there are any alterations to your premises that might affect the system operation.
- Report immediately all accidental damage.
- Ensure that your system receives regular maintenance checks.
- If necessary, upgrade your system to include alarm confirmation technology.
- Only activate a personal attack device if you are, or believe you are, being personally threatened.
- Do not allow sources of heat or sound, moving objects or animals (unless you have a pet-friendly system) in range of your movement detectors
- Record all incidents/visits in the log book
- Check that all keys are readily available and that any code numbers or proximity devices are known before entry.

Note: Police do not charge currently for attendance to a false alarm. However, if they are called out to excessive false alarms, they will eventually withdraw response to your alarm system.

This may seriously affect the safety and security of yourself and your colleagues. It also may affect your insurance policy. Please use the alarm system responsibly.

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