

False Alarm Prevention

There is no question that electronic alarms are a safe and effective way of protecting the businesses and homes against crime.

However, there are drawbacks too. In 2008, the Morrisville Police Department responded to 1,322 residential and commercial burglar or hold-up alarms within the Town limits. Of those alarms, roughly 99% were deemed to be false and contributed to a number of factors. These errors included user faults, improper installation, and lack of training provided to the users by the alarm company.



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Responding to this type of false call is draining the resources of the Morrisville Police Department as answering these types of false calls takes an officer off of normal proactive patrol and slows his/her response time to more serious calls. What can you do to help?

What are false alarms?

A false alarm occurs when an alarm system is set off, the police are called and there is no intruder or emergency situation.

What can be done at home?

- When leaving your premise, ensure that all doors and windows are locked.
- If you have pets, be sure that they are in an area not covered by motion sensors or in an area covered by motion sensors designed for your pet.
- Correct all drafts that may move plants and curtains, both of which may cause a false alarm.
- Insist that the keypad is easily accessible from the exit points, and the arming delay is set for a reasonable time period.

What can be done with your system?

- Replace the back-up battery every 3-5 years.
- Insist that the system have a simple method for testing that will not result in a false dispatch. Perform that test monthly.
- Insist that your system can transmit the cancel signal code, if immediately after a false alarm, a correct code is keyed in.
- Insist on a service call as soon as possible after any unexplained alarm.
- Request annual maintenance checks by the alarm installer.
- After any household changes (remodeling, pets, etc.) contact the alarm company service department to be sure alterations do not affect the system.
- Insist that the installer adequately trains you on how to use your system.

What can be done with the users?

- Be sure you understand how to operate your alarm before the technician leaves.

More questions?

- Ensure that all key holders are trained in the proper use of the alarm system.
- Instruct domestic or repair persons on how to fully operate your system.
- Never provide a key to someone who is not familiar with the alarm system.
- Refer to your Owner's Manual or contact the alarm company service department.
- Contact us at 919.463.1600, if you have any other questions.

Following these tips will hopefully help reduce the number of false alarm calls and assist your Police Department in providing the most efficient service to your community.