AVOIDING FALSE ALARMS

GLENDALE POLICE DEPT.

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The Glendale Police Department encourages owners of alarms to properly use and maintain their systems. Alarm systems are a security tool intended to make us feel safe while protecting our loved ones and property. False alarms occur when the systems are not properly used or maintained. False alarms divert valuable police resources from legitimate police emergencies. The Glendale police spend thousands of hours a year responding to false alarm calls.

WHAT IS A FALSE ALARM?
A false alarm is any alarm caused by human error or equipment problems requiring police response, with no evidence of an actual crime having been committed.

MOST FALSE ALARMS ARE CAUSED BY USER ERROR. HERE ARE SOME TIPS TO HELP AVOID FALSE ALARMS:

- Have your alarm installed by a qualified certified company in Arizona. All companies must be licensed by the Technical Registration Board of AZ. To verify www.azbtr.gov or (602)364-4930.
- Become familiar with the operation of your alarm system and educate your family members or employees on how it is armed and disarmed.
- Should you have an accidental trip of the alarm, contact your alarm company immediately to cancel the alarm. Make sure all alarm users and key-holders are trained to use the system and know the passcodes.
- Ensure your alarm company has more than one phone number to reach you when possible.
- Program your alarm system with realistic delays so you will have time to leave the residence or business after arming the system.
- Periodically have the system inspected by a qualified technician to ensure the system is working properly.
- Electronic remotes to arm and disarm alarm systems can be used to avoid confusion over alarm codes. Otherwise, make sure everyone who uses your alarm system knows the access and cancellation codes.
- Do not leave anything that will move (pets, plants, balloons, drapes, blinds, etc.) in a room protected by a motion detector. Ensure there are no drafts which may move items in these rooms.
- 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.
- 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.
- Inspect your motion detectors, door and window contacts, alarm screens or any other alarm component for dust, spider webs, moisture or anything else that might interfere with proper operation.
- Have the sensitivity setting on motion detectors and glass-break sensors adjusted so that unwanted sounds or items do not activate them.
- Call your alarm company after each false alarm to determine the cause of the alarm. You will continue to have false alarms until the problem is addressed.
- Notify your alarm company of any and all changes (i.e. name changes, new employees, termination of employees, unscheduled business openings and closings, etc.)