

Before activating 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, replacing the batteries in your alarm system per manufacturer's specifications. Wireless systems may need battery replacements more often than wired systems.

Test your alarm system regularly. Be sure to notify your alarm or monitoring company **first** so that no request for police dispatch is made.

Do not set your alarm off for the purpose of testing!

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 renovation
- Change your phone number, or switch to a VoIP phone provider (internet based)
- Hire a contractor
- Fumigate
- Plan to sell your home or business

KNOW WHAT TO DO IF YOU ACCIDENTALLY SET OFF YOUR ALARM.

DON'T PANIC

Carefully enter your disarm code to reset your system.

WAIT

for your alarm company or monitoring center to call and give them your proper password or passcode. Follow the instructions given by your alarm company to cancel a false alarm.

DO NOT LEAVE

your home or business until you have talked with your alarm monitoring company.

FALSE BURGLAR ALARM REDUCTION TIPS



False alarms are a significant problem for law enforcement throughout the country. False alarms waste resources and divert or delay response to calls that may be true emergencies. Working together, we can reduce false alarms, which will preserve resources and provide more time for officers to engage in crime

In accordance with 4A-5 of the Town Code:
Each alarm user shall register his alarm device or devices with the town prior to use.

New Canaan Police Department
174 South Avenue
New Canaan, CT 06840
Phone: 203-594-3500
Fax: 203-594-3551
newcanaanpolice.org



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 propose avoids false alarms.

Ask how you can operate your system in order to avoid false alarms.

Review procedures with your alarm company that you expect them to follow when an alarm activates:

- Do you want them to make two calls; one to the location and one to your mobile, before requesting police dispatch?
- Do you only want the police notified if an exterior AND interior alarm activate?
- Do you want to put your instructions in writing?

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. Any kind of pet + motion detectors = a false alarm every time. Be sure to discuss pet concerns with your alarm company.

Power surges and lightning strikes should not cause false alarms. Use surge protection or suppression on **both** the alarm system and the phone line sending the alarm signal to the monitoring center to avoid false alarms.

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.

False burglar alarms waste your tax dollars.

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

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



Be aware that cleaning and repair crews do cause false alarms for which you will be responsible.

Keep door and window frames in good condition. Sagging, warped 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 acquire new furniture or extensively rearrange existing furniture, be mindful of interior sensors that may be affected.