

# Businesses Can Control the Hidden Costs of False Alarms

## False Alarms

### 1. Identify the magnitude of your problem and “The Hidden Costs” will quickly become visible.

- What do you pay in false alarm fines?
- Which locations generate the most false alarms?
- Does someone involved in upper management approve payment of the fines?

### 2. Talk to your security provider and become re-educated in the design and use of YOUR security system.

- Does your system identify the device that caused the alarm activation?
- Is equipment installed to make activation easy when needed, but safe from accidental trips?
- Is there a way to cancel police response on an accidental activation?
- Are all employees fully trained in use of the equipment?
- Are the problems occurring during specific opening and/or closing times?

The information in this pamphlet is provided by the False Alarm Reduction Association, with contributions from the California Alarm Association, Adopt a City Program and the National Burglar & Fire Alarm Association.

For more information on false alarm reduction, visit the False Alarm Reduction Association's (FARA) Web site at [www.faraonline.org](http://www.faraonline.org) and contact your First Alert Professional Authorized Dealer.

# False Alarm Prevention Guide

## Easy to Follow Tips for Commercial Business



**Honeywell**



[www.firstalertprofessional.com](http://www.firstalertprofessional.com)

# Commercial False Alarms

The False Alarm Reduction Association (FARA), working with other state and national alarm associations, has been studying the false alarm problem and solutions for some time.



Working with law enforcement and the business community, there is documented proof that response to false alarms can be dramatically reduced.



Commercial establishments share unique circumstances often contributing to the overall false alarm problem. These circumstances include:

- Frequent employee turnover
- Constant public access
- Daily opening and closing procedures
- Working with multiple goods and service providers
- Use of cleaning service providers

## Tips for Commercial Businesses

- 1) Be sure all employees are thoroughly trained before attempting to use the alarm system. Hold monthly training sessions.
- 2) Watch out for holiday-related false alarms.
- 3) Look for items that can move within the “view” of your motion detectors, causing false alarms (fans, heaters, hanging signs, seasonal decorations, balloons, curtains, plants, pets, etc.).
- 4) Confirm that special consideration has been given to the installation of motion detectors in high bay areas with overhead doors, large exhaust fans or ceiling vents which allow entry of birds.
- 5) Ensure all doors and windows are secure and locked before arming your system.
- 6) Don't change pass codes without advising your authorized dealer.
- 7) Don't change arming and disarming codes without advising the appropriate authorized users.
- 8) Train new users thoroughly, notifying your authorized dealer of new users.
- 9) Your central monitoring station should not request a police dispatch for power outages, low battery signals or loss of telephone connections. Discuss this with your authorized dealer.
- 10) If you believe your alarm system is not working properly, immediately contact your authorized dealer.
- 11) Service and maintain your system (including batteries) regularly before false alarms occur.
- 12) Upgrade old alarm systems to current equipment conforming to Security Industry Association (SIA) false alarm prevention standards, further reducing false alarms. Discuss this with your authorized dealer.

