

# Preventing False Alarms

## Key points to remember:

**The security system must only be operated by persons who have been correctly trained.**

If you are unsure of the correct operational procedures contact your security company.

**Before leaving the premises, check that all doors and windows are physically secured.**

A walk around the protected area is the only effective way of doing this properly, and preventing unnecessary false alarms.

**Ensure that detection devices are not obstructed.**

In particular be careful that infrared beams and space detectors are not obstructed by stock or other items.

**If space detectors are used, do not introduce sources of heat, movement or sound into the area protected by these detectors.**

Inform your security company of any change.

**Always follow the entry/exit procedure agreed with your security company.**

Don't allow entry through any door other than the one designated. Make switching off the security system your first task on entry.

**Check your keys, fobs and other portable methods of setting and/or unsetting.**

Ensure that all portable ancillary equipment necessary to enter the premises is readily available and that code numbers where applicable are known before entry.

**Inform your security company of any alterations to your premises which may affect your security system.**

Do not permit people other than your security company to make changes to the security system.

**Treat your security system with care.**

Wiring and detection devices can be accidentally damaged or moved. Should this occur, inform your security company immediately.

**After a false alarm, check the system carefully and, where possible, note the cause of activation.**

Inform the security company technician of the believed cause of the activation immediately on his arrival.

**Make sure regular maintenance checks are carried out by your security company and that you have their correct contact details and those of your alarm receiving centre (ARC).**

Regular maintenance will ensure any faults are fixed so that the system remains reliable.

**If the mains electricity supply to your system is disconnected for more than four hours contact your security company.**

Prolonged power failures can result in false confirmed alarm activations being sent to the police.

**Adherence to the above points will go a long way towards ensuring that your premises always receive police attendance at the right time.**

## Remember

False alarms will normally give rise to police response being withdrawn. Such a withdrawal might affect your insurance cover, and in the event of such withdrawal you should immediately consult your insurer.

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