

## TIPS FOR REDUCING

# False alarms

*Responding to false alarms is costly to you and your Sheriff's Office. False alarms delay officer's response to other more serious 911 calls. Listed below are some tips that can help you prevent false alarms and possibly save you money in the form of false alarm fines.*

- . If you accidentally set off your alarm, don't panic. Advise your alarm monitoring station immediately.
  - . Remember your pass code and /or password.
  - . Make sure all alarm users and key holders at your address are trained to use the system and know the codes to arm and disarm the system; including how to cancel the Sheriff's office dispatch.
  - . Do not call 911 to cancel an alarm call. You must call your alarm monitoring station.
  - . You can arrange to have your monitoring station call you or another designated person first instead of the Sheriff's Office when your alarm is activated. This is known as call verification.
  - . If you expect workers, real estate agents, delivery personnel, etc. do not set your alarm. If you must set your alarm, meet the people at your site to deactivate the alarm. **REMEMBER YOU ARE RESPONSIBLE FOR FALSE ALARMS CAUSED BY THEM.** You can also arrange with your alarm company to have separate codes for them.
  - . If your system sends a silent panic/duress signal when an incorrect code is entered, understand that your alarm company will not call you and you should contact them if it is false to cancel the Sheriff's office. Be sure doors and windows are tight fitting. Adjust hinges and strike plates so the door only moves about 1/4 inch when pulled or pushed on.
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- . Have an arming delay of at least 45 seconds on all doors.
- . Have wide gap sensors installed on all doors.
- . 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.
- . Do not leave anything that will move (pets, plants, balloons, drapes, holiday decorations, fans, heaters, etc.) in a room that is protected with a motion detector.
- . Have the **sensitivity settings** on motion detectors and glass-break sensors adjusted so that unwanted sounds or items do not activate them (such as thunder, or outside construction.)
- . You can arrange with your alarm company not to dispatch the police for interior motion sensor activations without having other sensors activated. This is known as "**double sensor**" dispatching.
- . **If storms or brief power outages of 4 hours or less activate your alarm system, your system needs to be checked and adjusted. These are caused from dead/low batteries. Alarms during brief outages cannot be waived.**
- . Call your alarm company after each false alarm to determine the cause of the false alarm. You will continue to have false alarms until the problem is repaired or adjusted.
- . If a fence encloses your alarmed location, the Deputies can not properly check your property. Please ensure that your call list is up to date with the Alarm Company and Greenville County False Alarm Reduction Unit. This will ensure someone can be located to meet the officer.
- . **Have your alarm system checked and tested regularly.** Having a service plan helps reduce future costs of equipment repair and false alarm fines.
- . If your alarm system is more than five years old, now is the time to consider upgrading or updating the equipment.

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FALSE ALARM REDUCTION UNIT  
864-467-5434

*BUILDING PARTNERSHIPS TO PREVENT THE NEXT CRIME*

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