



Information for Alarm Users

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Your Alarm System, Battery Backup And False Alarm Prevention



Q. What is a false alarm?

A. A false alarm occurs when an alarm is reported, public safety agencies respond, and no evidence of criminal activity or fire is found.

Q. What is a backup battery?

A. Almost all security systems have a rechargeable battery that powers the system for a minimum of four hours in the event of a power outage. If you have a wireless system, you may have several batteries in the motion detectors, as well as a backup system battery.

Q. How can backup batteries cause false alarms?

A. If you have false alarms during or after a storm, it may not be the storm that caused the alarm. If your batteries are at or near the end of their life, a false alarm activation may be generated by your wireless devices or motion detectors when your alarm system powers up following a power failure. Even a short power failure of a second or less may be long enough to cause a false alarm.

Q. How can I reduce the chance that my battery will cause a false alarm?

A. Like all batteries, your backup has a useful life of about 3 to 5 years, but that life may be shortened if you have had several power outages. Your system battery should be checked annually, or after any storm related false alarm, by an alarm technician and replaced when needed.

Q. What other steps can I take to prevent a false alarm?

- A.
- Make sure that your doors and windows are all locked before arming the system.
 - Move your pets into an area that does not have a motion detector before arming the system.
 - Be sure that window treatments and plants are not affected by drafts. Their movement may cause a motion detector to activate.

- Test your system monthly. **Always contact your alarm company before you test the system.**

- Have your system tested by a technician annually or any time you have an unexplained false activation.

- Educate everyone who lives or works at the alarm site on the proper operation of the system.

- Never give a key to someone who has not been educated on the proper use of the alarm system. Be certain to provide those individuals a personal passcode/password in the event they cause a false alarm.

