

## Congratulations

on your decision to protect your home and loved ones with a Protection One Monitored Home Security System. Our staff is working around the clock to ensure your safety and peace of mind.

This guide will provide you with information regarding false alarms and smart tips for keeping false alarms to a minimum.



[www.ProtectionOne.com](http://www.ProtectionOne.com)  
Branch Address

Call



## False Alarm Prevention Guide

# STOP

# FALSE

# ALARMS

## False alarms . . .

- Take police away from other pressing matters
- Are a nuisance to you and your neighbors
- Make your security system less reliable
- Make you reluctant to use your system

## What causes false alarms?

- Unlocked or loose doors and open windows
- Kids, neighbors, relatives, visitors, repairmen, etc. entering your home without being aware of your security system
- Wandering pets
- User error
- Items such as balloons, curtains or rotating holiday decorations, moving in front of motion detectors

## What if my alarm goes off?

1. Don't panic! Remember your keypad code and password.
2. Check to make sure that there really isn't an intruder or a fire in your home.
3. If the alarm activation is accidental, using your keypad, carefully disarm your system by entering each number of your keypad code.
4. After you've reset the system, wait for a Protection One representative to call you. Don't leave your home or business until you've spoken with a Protection One operator.

**Routine service checks are the best way to keep your system in working order.**

**Call your local branch office to schedule your service check today.**



## Be prepared!

1. Rehearse alarm cancellation with everyone who might use your system.
2. Make sure everyone who has a key to your home or business knows how to operate the security system and knows the keypad code and password.
3. Give all system users the name and number of Protection One in case the alarm sounds.
4. Keep your Protection One instruction book and phone number handy.
5. Call us if you change your phone number, get a pet, plan to sell or remodel your house, or to test your system or update your emergency call list.
6. Call us if you hire domestic help. On most systems we can easily add a special keypad code for that person's use.

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