

Appendix B:

CUSTOMER FALSE ALARM PREVENTION CHECKLIST

Yes	No	
___	___	I have been trained in the proper operation of the system.
___	___	I have been given a summary operating sheet.
___	___	I have been given the security system operating manual.
___	___	I know how to cancel an accidental alarm activation.
___	___	I have the cancellation code.
___	___	I know how to turn off motion detectors while leaving other sensors on.
___	___	I know how to test the system, including the communication link with the monitoring center.
___	___	I understand the length of the delay time on designated entry/exit doors and I believe this will provide sufficient time to get in and out of the premises.
___	___	I have the alarm company phone number to request repair service or to ask questions about the alarm system.
___	___	I have been offered the option of a training/no dispatch period.
___	___	I understand that indoor pets can cause false alarms and I will contact my alarm company to adjust the system if I acquire any additional indoor pets.
___	___	I know where the main control panel and transformer are located.
___	___	I have received an alarm sheet which describes how the alarm company will communicate with me in the event of various alarm signals.
___	___	I understand the importance of keeping my emergency contact information updated and I know how to do this.
___	___	I understand the importance of immediately advising the alarm company if my phone number changes (including area code changes).
___	___	I understand the importance of any other changes to my telephone service such as call waiting or a fax line.
___	___	I have been made aware of the alarm ordinance, if any, that governs the operation of system and I will comply with applicable requirements (permits, fees, etc.)
___	___	I will advise the alarm company if I do any remodeling (such as extensive painting, moving walls, doors or windows)
___	___	I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.
___	___	The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.
___	___	I understand it is my responsibility to prevent false alarms and I understand it is critical and my responsibility to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system.

Comments: _____

ALARM COMPANY

CUSTOMER

Print Name

Signature