

# LEBANON COMMUNICATIONS DIVISION

## FALSE ALARM PREVENTION GUIDE

### NEW ALARM USERS

- Be instructed on how to properly operate the alarm system by the installer.
- Have the monitoring company telephone number to use for cancellations, to test the alarm, and to request service.
- Understand that *you cannot cancel a robbery/panic alarm* activation response.

### ALL ALARM USERS

- Conduct periodic testing of your alarm, notify your alarm company first.
- Instruct any “New” alarm users on how to operate the alarm system, how to *cancel a false alarm* activation, and provide them with a proper cancellation code. (“New” alarm users include: house sitters, cleaning crews, realtors, new employees, babysitters, repairmen, construction crews and delivery person, for example.)
- Understand that remodeling may inadvertently cause alarm system problems, contact the alarm company prior to any remodeling. Also contact the alarm company when the remodeling is complete to reset door/window contacts, and motion detectors to provide optimum alarm coverage again.
- Secure all protected doors and windows before arming my alarm system.

### FALSE ALARM REDUCTION TIPS

- Building defects such as loose fitting doors or windows can cause false alarms. Please repair as soon as possible.
- When a false alarm activation occurs, follow the alarm company instructions to cancel the alarm activation.
- Provide all alarm users with a valid cancellation code.

### ALARM PERMIT INFORMATION

- City of Lebanon Alarm Permits are required regardless who monitors the alarm.
- There is no charge for the Alarm Permit but there is a \$500/year fee for commercial and a \$250/year for residential monitoring by the Communications Division.
- Emergency Call-Out Lists must be updated whenever the list changes in order to avoid a \$50.00 out-of-date call-out list fee.

### CALL THE COMMUNICATIONS DIVISION AT (603) 448-1212

- If you respond to an alarm activation and police officers are no longer there and you would like to request an officer to return to accompany you inside your building.
- If you have questions regarding the [City of Lebanon Alarm Ordinance](#) as it applies to your alarm system and permit.
- If you have any questions regarding any alarm activations at your location.