

# CUSTOMER FALSE ALARM PREVENTION CHECKLIST

(referred to in Emergency Alarm Ordinance 9.96.136(F) as "Appendix C")

Yes No

- \_\_\_ \_\_\_ 1. I have been made aware of the Sacramento County Emergency Alarm Ordinance 9.96 and I will comply with its requirements.
- \_\_\_ \_\_\_ 2. In lieu of a receiving a copy of the Sacramento County Emergency Alarm Ordinance, I will obtain my own from: [www.sacsheriff.com](http://www.sacsheriff.com) and selecting the link to the Alarm Ordinance Bureau, and then selecting the link to the Sacramento County Emergency Alarm Ordinance
- \_\_\_ \_\_\_ 3. I understand it is my responsibility to prevent false alarms, and I understand that 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.
- \_\_\_ \_\_\_ 4. I understand that the monitoring company may agree with the alarm user not to make an alarm dispatch request of the Sheriff's Department in response to a burglar alarm signal, excluding panic, duress and hold up signals, during the first seven (7) days following an alarm system installation.
- \_\_\_ \_\_\_ 5. I have been trained in the proper operation of the system and have been given an operating sheet summarizing the proper use of the system, as well as the security system operating manual.
- \_\_\_ \_\_\_ 6. I know how to turn off motion detectors while leaving other sensors on. (Residential only)
- \_\_\_ \_\_\_ 7. I know how to test the system, including the communication link with the monitoring center.
- \_\_\_ \_\_\_ 8. I understand that my entry time is \_\_\_ and my exit time is \_\_\_.
- \_\_\_ \_\_\_ 9. I have the alarm company phone number to request repair service or to ask questions about the alarm system.
- \_\_\_ \_\_\_ 10. I know how to cancel an accidental alarm activation and have the system cancellation code or code word.
- \_\_\_ \_\_\_ 11. 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.
- \_\_\_ \_\_\_ 12. I understand that the main control panel and transformer are located in \_\_\_\_\_.
- \_\_\_ \_\_\_ 13. I have received an alarm sheet, which describes how the alarm company will communicate with me in the event of various alarm signals.
- \_\_\_ \_\_\_ 14. I understand the importance of:
- Keeping my emergency contact information updated and I know how to do this;
  - Immediately advising the alarm company if my phone number changes (including area code changes); and
  - Immediately advising the alarm company of any other changes to my telephone service such as call waiting or a fax line.
- \_\_\_ \_\_\_ 15. I will advise the alarm company if I do any remodeling (such as painting, moving walls, doors or windows).
- \_\_\_ \_\_\_ 16. 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.
- \_\_\_ \_\_\_ 17. The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.

Comments:

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Customer's Name (Print)

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Alarm Company Name

\_\_\_\_\_  
Alarm Company Representative's Signature

\_\_\_\_\_  
Date