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Glendale Police Dept.

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The Glendale Police Department encourages owners of alarms to properly use and maintain their systems. Alarm systems are a security tool intended to make us feel safe while protecting our loved ones and property. False alarms occur when the systems are not properly used or maintained. Glendale police spend thousands of hours a year responding to more than 10,000 false alarm calls. Below are guidelines that will save vital police resources and improve the effectiveness of alarm systems:

### WHAT IS A FALSE ALARM?

A false alarm is any alarm caused by human error or equipment problems requiring police response, with no evidence of an actual crime having been committed.

### WAYS TO ELIMINATE FALSE ALARMS

- Have your alarm installed by a qualified company, which is licensed by the City of Glendale.
- If you accidentally set off your alarm, let your alarm company know immediately; Know and be ready to provide your password.
- Make sure all alarm users and key-holders are trained to use the system and know the codes to arm and disarm the system including how to cancel a false alarm.
- Do not leave anything that will move (pets, plants, balloons, drapes, blinds, etc.) in a room protected by a motion detector. Ensure there are no drafts which may move items in these rooms.
- Set entry and exit door alarms to have at least a 45-second delay before they activate.
- Be sure that doors and windows are tight fitting. Adjust hinges and strike plates so the door only moves about ¼ inch when pulled or pushed.
- Lock all protected doors and windows. Do not leave doors and windows open or unlocked while you are away. Be sure all doors and windows are properly closed and locked prior to arming the alarm system.
- Inspect your motion detectors, door and window contacts, alarm screens or any other alarm component for dust, spider webs, moisture or anything else that might interfere with proper operation.
- Have the sensitivity setting on motion detectors and glass-break sensors adjusted so that unwanted sounds or items do not activate them.
- Ensure your alarm company has more than one phone number to reach you when possible.
- Call your alarm company after each false alarm to determine the cause of the alarm. You will continue to have false alarms until the problem is addressed.
- Alarm system equipment should be routinely inspected and maintained by qualified personnel.
- Notify your alarm company of any and all changes (i.e. name changes, new employees, termination of employees, unscheduled business openings and closings, etc.)