



CALIFORNIA SAFETY COMPANY

Newsletter – July 2016

License Information: ACO289 & 266257/C-10 ELECTRICAL

www.californiasafety.com

PO Box 990956, Redding, CA. 96099

AVOID FALSE ALARMS

False alarm dispatches can be time consuming and very costly. We have put together some common causes and tips to help prevent false alarms at your home or business.

Human Error

Make sure that anyone using your alarm system has been instructed on its proper operation and use. Make sure that they have a password on file with our office, in case of a false alarm.

Unlocked or Loose Doors & Windows

Door and window sensors are activated when the connection between the two sensors is disrupted. If a door or window is loose, the wind can rattle them enough to cause a false alarm. Make sure all doors and windows have a tight seal. If a door is not latched properly, the wind can push it open and cause a false alarm. Always check your doors to make sure they are locked and properly latched before leaving.

Pets, Rodents, Insects, or Balloons

Motion sensors can be triggered by movement in the room. If you have pets, make sure that they are limited to rooms without motion sensors. Make sure to check decorations, plants and curtains that might move when the AC comes on. Check for spider webs around motions sensors and gently brush them away.

Keep Information Current

It is a good idea to review and make updates to your call list and password list at least once or twice a year. You can call our office and we will be happy to get a copy to you for review. Please be aware that you will be asked to provide your password before we can release this information. You may also want to periodically change everyone's alarm code for greater security. Call our office for more information.

PHONE LINES ARE IMPORTANT

Before you disconnect a telephone line, make sure your alarm isn't using it to transmit signals. If you do not have a cellular or internet communicator, your alarm system cannot communicate to the central monitoring station without a telephone line.

If you are switching telephone carriers, be sure to call us first. Some providers are not compatible with your alarm system, so alternative alarm signal transmission methods may be necessary.

Furthermore, if you are having telephone line work done, it is important to let them know ahead of time that you have an alarm system so they can wire the telephone line properly. Once your new telephone service is active, contact our office to run a test **BEFORE** the installing technician leaves. We can then identify any problems that may occur while he is there.

Please be aware that telephone line problems are not considered part of your lease and there may be a service charge for our technicians to repair incorrect telephone line installations.

CHANGE ALARM CODES

If you give access to a contractor during a remodel or a house sitter while on vacation, create a separate code for that person. Never give them your primary alarm code. Immediately delete that code when the job is complete or when you return from vacation.

GO GREEN

See the reverse side of this newsletter for information regarding ACH payments. We can debit your checking account for monthly payments and then email you your paid invoice. You will never again have to write a check or mail in a payment for your monthly alarm fees. Fill out the attached form to start the ACH process.