



CALIFORNIA SAFETY COMPANY

Newsletter – March, '16

License Information: ACO289 & 266257/C-10 ELECTRICAL

www.californiasafety.com

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Prevent False Alarms

Why be concerned about false dispatches? It wastes the time of police officers, and takes away from the time they have to investigate real crimes. Too many false dispatches can lead to a fine by the city. False dispatches disturb neighbors and/or business patrons, and they make people reluctant to use the system.

How can I reduce the chance of false dispatches?

- Learn how to properly operate your security system and memorize your four digit code and verbal password.
- Everyone with a key, such as, children, neighbors, relatives, domestic help, visitors, etc., should know how to operate the system and have their own code and verbal password for identification. Not having the proper password can cause a Police Dispatch.
- Make sure all doors and windows are tight-fitting and locked.
- With motion or glass break detectors, make sure that all the windows are secured. A breeze can move curtains and plants, causing motion sensors to trigger.
- Do not allow any moving items to remain in an area where a motion sensor is located. Do not stack any items in front of a motion sensor. Loose banners, swinging plants, ceiling fans, and balloons cause false activations.
- Before setting your alarm system, make sure family pets are in a "safe" area where they will not disturb motion sensors.
- Call us before tenting, fumigating or remodeling your home to get advice on how to prevent false activations from smoke sensors caused by fumes or dust.

It is important to investigate all unexplained false alarms. Be sure to test your system often and have your system serviced on a regular basis.

Remember to call us if you are going on vacation, getting a pet, have a disabled relative move in, plan to sell or remodel your house. As your life changes, so should your security system.

What should I do in case I set off my alarm system?

- Remain calm.
- Confirm that there isn't really an intruder or a fire present in your home. Leave the home immediately if either are present. Do not confront an intruder.
- If the activation was accidental, go to your keypad and disarm the security system by carefully entering your four digit arm/disarm code. After the system is disarmed, if you have a cellular or second phone line available, immediately call the central station and advise them that it was an accidental activation. Be prepared to give your password for identification. After you have cancelled the dispatch with an operator, you may rearm your security system.

Go Green

To take advantage of automatic payments, just send us the completed ACH form on the reverse side of this newsletter with a voided check, and we can start your recurring payments next month! Call Serina 243-2521 with any questions. If you are still receiving your statements in the mail, ask about receiving them by email!

**FIND USER MANUALS AND OTHER
INFORMATION ON OUR WEBSITE AT:**

WWW.CALIFORNIA SAFETY.COM