



FALSE ALARM



&

DISPATCH PREVENTION

WHAT IS A FALSE DISPATCH?

A False dispatch is a security system false alarm due to user error, poor system maintenance or an unknown cause, resulting in a local emergency response.

WHAT ARE THE EFFECTS OF FALSE DISPATCHES?

- They can cost you money - many jurisdictions impose costly fines for excessive false alarm.
- They are a nuisance to your neighbors and desensitize them to alarms and actual incidents of crime.
- They overload local law enforcement and divert valuable resources from real emergencies.
- They make you reluctant to use your alarm system for fear of setting of a false alarm.

ALWAYS NOTIFY ELITE SECURITY PRIOR TO:

- Testing your alarm system.
- Changing phone systems/phone numbers or carriers.
- Remodeling (Changing doors/windows).
- Selling your home or moving your business.

HOW IS ELITE SECURITY HELPING?

Elite Security practices a procedure known as Verify Notify Dispatch (VND) in an effort to reduce false dispatches. When an alarm is received, Elite Security will first Verify your premise and ask for a passcode. If there is no answer, Elite Security will Notify your emergency contacts prior to Dispatching emergency response. *Please note VND does not affect our response to hold-up, panic or fire alarms.

Please contact Elite Security at **1.619.588.6964** if you would like to change your current procedure to VND.

HOW CAN YOU HELP?

- Educate everyone who uses your alarm system on the correct use of the system and how to properly cancel a false alarm.
- Make sure all of your alarm system users are equipped with the appropriate passcode.
- Test your alarm system regularly to ensure it is functioning properly. Call Customer Service at **1.619.588.6964** to conduct a system test.
- Update your contact information with Electronic Security annually.

UPDATING YOUR ACCOUNT

For a current list of emergency contacts have your password ready and call customer service at **1.619.588.6964** All changes to your account must be received by Elite Security data entry department, please use the attached form below to update your account. You may mail back the form with your payment, fax it to **619.324.7795** or email to debby@sd-elite.com.

Name on account: _____ Account #: _____

Premise Address: _____

City: _____ State: _____ Zip: _____

	Name (Please give full names of all parties)	Description (cell, home, etc.)	Telephone #
A.			()
B.			()
C.			()
D.			()