

Because we care about your security, Carolina wants you to know...

How to reduce false alarms:

Please make copies for all users of the security system.

Human error is the #1 cause of false alarms.

Make sure everyone who has keys and reason to enter the property (family, employees, maid service, repair person, pet sitter, neighbors, friends, house sitter etc.) knows how to work the alarm system and what to do if it is accidentally activated.

Know your pass code:

We recommend your pass code be the same as your four-digit alarm code. This way you use it every day and it can be easily remembered. A word code rarely used can easily be forgotten especially in a moment of panic. If your password is different than your alarm code we strongly recommend you change it. Call us to make this change.

Know how your system operates:

READ INSTRUCTIONS! It is extremely important that you know how to use any potential life-saving device. It is just as important that you know how to react to an alarm and how the system reacts in an alarm condition. Go over this and other instructions with all users. Be especially sure any children using the system also understand what to do.

How does my alarm work?

In basic terms, your alarm protects you like an unbroken circle, with detection devices surrounding you. When a door is opened or a device is tripped the circle is broken, which activates the alarm.

What happens when my alarm is activated?

When your alarm is activated a signal is sent to Carolina Security & Wiring's monitoring center while the sirens sound at your location. Our monitoring center then attempts to contact the premises to insure it is not a false alarm. If we are unable to verify it was a false alarm by way of correct pass code or we get no answer, we dispatch the authorities and then contact the people on your emergency call list.

What is my emergency call list?

Your emergency call list contains people you have listed for us to contact once we have notified the authorities. This list usually has your work or alternate phone numbers first. Next comes spouse, family members, friends, managers, or others who know you and are willing to respond. Their duty is to meet the authorities at the premises. It is important to update this information with us as it changes.

Who will stop the sounding siren?

To prevent a nuisance we have programmed your system with timers. If your alarm is activated, the siren will sound for 4 minutes then reset. If another attempt is made to enter the property the siren will sound again.

What if I accidentally activate the alarm?

1. Deactivate the system by entering the correct code.
2. Call our office to cancel the alarm dispatch.
3. Have your name, address, and correct pass code ready to give to the dispatcher.

Should I wait for the dispatcher to call me?

No! Because of our ultra fast, fiber optics monitoring network, we may have already tried to call and could not get through because the alarm is not done sending signals. When this happens we get a busy signal or transferred to voicemail, So we must dispatch authorities for the safety of our customer. If you activate your alarm system, your best bet is to call in and cancel your alarm activation.

Are there fines for false alarms?

Yes. Most cities will allow one to two false alarms a year; thereafter each false alarm can cost you on average \$50 or more. These fines are legally the responsibility of the alarm user. Some cities even require permits issued by the local governments to have a monitored system. Check with your city to find out if this applies to you.

Repeated dispatching of false alarms can lead to bigger fines, reduce the police officer's trust in your alarm's reliability, and possibly undermine our reputation with local authorities. Work with us to help the police and yourself.

What can I do to prevent false alarms?

1. Be comfortable using your system. Read the manual thoroughly or call for instructions.
2. Keep your instructions handy.
3. Make sure anyone who has a key knows how to use your alarm and what to do if it is activated. Remember your pass code.
4. Never assume someone knows how to operate an alarm system. Each alarm is different. Alarm companies program their system differently. Make sure they know how to work your alarm system. Make sure if they activate it, they either answer the phone when we call or call us. They must know the pass code.
5. Make sure the time you have to enter and exit before your alarm sounds is right for you. If you need more time, call and request extending your delays.
6. Keep a list of your zones handy in order to know which device is activated.
7. Maintain your system regularly. Make sure all protected doors close well and the contacts are in good working order.
8. Keep all protected areas closed and locked. Keep windows and doors closed and locked. Make sure they are not easily bumped open when the system is armed.
9. Only give your keys to a person **after** properly training them and giving them a pass code.
10. Never enter the property through any door other than the door(s) designated as entry doors.
11. Keep pets (unless using "pet friendly" motions), fans, heater, balloons, etc. away from motion sensor areas. Avoid hanging objects such as Christmas decorations, hanging plants or similar objects near motion detectors.
12. Call us immediately if you find trouble lights, service lights, or error beeps. This can mean your system failed any number of self-tests and requires service.
13. Rehearse cancellation procedures with all authorized users.
14. Dust around motion detectors on a regular basis. Spiders can cause false alarms by climbing on them.
15. Vacuuming off your smoke detectors regularly using your vacuum hose or (spray off with a can of compressed air) will keep your detector clear of dust. Dust can clog the smoke chamber of the detector, preventing the detection of smoke or increasing the chance for a false alarm.
16. Contact us if you make any home improvements that might affect your security system. Notify us of any changes in your phone service such as area code changes or number changes.
17. Notify us of any changes in your emergency contacts such as phone numbers or name changes.
18. Don't Panic! When a false alarm occurs, disarm the system and do not leave until you have called us or we have contacted you to verify everything is okay. Make sure you know your pass code.

What can I do?

1. Make sure your location is easily identifiable and visible from the street, day and night.
2. Be sure we have specific driving directions.
3. Place large, reflective address numbers in an area easy to see, preferably where the drive way meets the road.
4. Use our alarm signs. This helps police identify your property and gives them contact numbers to call us should they find a problem.
5. Keep your sign clean. Replace broken signs. Cut back overgrown grass and shrubs. A clean sign is a symbol of a new and properly working security system.
6. Have an emergency plan for any emergency situation. Contact your local law enforcement, fire department, and Red Cross for suggestions in designing a plan for intruder, hostage, fire evacuation, etc.

7. Test you system regularly. For some customers, occasional alarm activation is enough proof the system is working. For others who rarely set off their alarm, occasional testing insures a properly working system. To test your system:
- Call our office and ask to have your system put on test. Be prepared to give your pass code. We will put your alarm on temporary “standby” so no authorities are called.
 - Arm your system.
 - Allow the exiting delay to completely expire (usually 40 seconds).
 - Enter the property and allow the entry delay to expire (usually 20 seconds).
 - Walk around the property setting off individual alarm devices.
 - After testing the last device, allow the system to sound about 20 more seconds for complete transmission to our monitoring station.
 - Turn off the alarm.
 - Call our office and ask a dispatcher to go over what signals we received.

Notes:

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