



DID YOU KNOW SALES TIPS

*According to the TFS Research Project 2004/2005

From DSC®

Causes of False Alarms*

Keypad False Alarms

- 49% of the time the wrong code was entered and 9% of the time no code was entered.

Solution: Many false alarms (49%) are caused by forgotten arm/disarm codes. Instruct your customers to use codes with association and to memorize your keypad and security pass codes or create a system to help you remember them. But keep them secret from others. Avoid writing them down where they can be found.

- 26% of the time users ran out of delay times (entry delay 17%, exit delay 9%).

Solution: Utilize the panel's "Exit Delay Restart" feature. Also, "Zone Alarm Communication Delay" will also give the customer additional time to disarm an alarm before the alarm is communicated (i.e. 30 seconds).

- 16% of the time users erroneously believed the system was in 'Ready' mode.

Solution: Status Modules (PC5601) are cost effective, easy to install and show the status of the system without question.

- 26% of the time users accidentally armed their system in the 'Away' mode instead of the 'Stay' mode and then remained on-site.

Solution: Instruct the customer to arm their security system by typing in their access code rather than pressing a STAY or AWAY function button. By arming via access code, the system will arm in the Away mode ONLY if the customer exits the premise. The system will arm in the STAY mode ONLY if the customer does not exit the premise.

Other False Alarms

- 59% of the time something was wrong at one of the doors.

Solution: Utilize the Cross Zoning Feature which is used for Burglary Verification. This feature requires two or more zones (on zones programmed as "Cross Zoning") to go into alarm within a programmable amount of time before the control panel starts the alarm sequence. If only one zone alarm occurs, the control panel does not go into alarm.

- 20% happened because a motion detector detected something that was incorrectly identified as a burglar.

Solution: Utilize the Cross Zoning Feature as described in previous statistic.

- 16% happened because a person was frightened and pressed the panic button without sufficient rationale.

Solution: Audio verification can be easily installed by adding the cost effective PC5900 module. This 2 way audio solution will allow central station to communicate instantly to the customer to verify the threat before dispatch.