

## Guidelines to File a False Alarm Dispute

If you feel your false alarm was classified in error, you may appeal the decision by submitting a written report to the False Alarm review committee within fourteen (14) days from the date of your notice was mailed.

Disputes are *not* generally granted as a result of the following common situations which trigger false alarms:

1. Faulty, defective or malfunctioning equipment supplied by an alarm business.
2. Improper installation or maintenance by an alarm business.
3. Improper monitoring by an alarm business.
4. Alarm activations that occur while alarm technicians are repairing or servicing the alarm system.
5. An occurrence where no evidence of criminal activity is present.
6. Mistakes made by employees, private contractors, cleaning crews, dog walkers, nanny's, visitors, etc. (Human Error).
7. Item(s) within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.).
8. Doors and/or windows that become loose and cause a break in the contacts that activate the alarm system.
9. Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords.
10. Pets, rodents or wildlife movement in or near the home or business.
11. Alarms caused by employees.

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False Alarm Review Committee  
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