

## Things to consider about electronic security alarm systems

If you have a pre-installed electronic security alarm system or are considering purchasing an alarm in the future there are some key points to keep in mind.

- Have a complete understanding of why you want an electronic security alarm system installed.
- Be clear about what you want the alarm system to do.
- Have a budget in mind. The cheapest is not always the best and remember there can be ongoing costs depending on your requirements.
- Decide if you want the alarm system monitored or if you want it to activate a siren and strobe at your premises.
- Consult reputable companies and/or security industry associations.
- Obtain several itemised quotes from different suppliers/installers.
- Ensure the system meets Australian Standards.
- In the event of alarm activation, you need to decide who will attend.
- Be aware of false alarm activations.
- Decide if you want the alarm to be audible or silent.
- Ensure the alarm system has a battery back up.
- Investigate whether the system resets itself after a fixed period to minimise annoyance to neighbours.

**DISCLAIMER:** *The Queensland Police Service in providing this information does not endorse any particular product and makes no representation nor gives any warranty or guarantee concerning the safety of persons or property.*

## Other crime prevention strategies

Alarms should not be a substitute for good physical security but rather be an addition to it. To complement an alarm system consideration should be given to other crime prevention strategies including property engraving, quality locks, security screens on windows and external sensor lighting.

Further information can be obtained from the Queensland Police Service brochures *Security in the home* and *Business security*. Alternatively please contact your local police station.

[www.police.qld.gov.au](http://www.police.qld.gov.au)

## Police telephone numbers



### Non emergency

Your local Police Station

Name \_\_\_\_\_

Phone \_\_\_\_\_

**Emergency Only** ..... 000

**TTY (Tele Typewriter)** ..... 3364 4655  
(Police HQ Brisbane)

**Crime Stoppers** ..... 1800 333 000

### Queensland Police Service Vision Statement

We are determined to be a professional police service, dedicated to excellence and committed to working in partnership with the people of Queensland to enhance the safety of our community.



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# Electronic Security Alarm Systems



*Things to consider*

## Electronic security alarm systems

Electronic security alarm systems can be an effective crime prevention tool for your business and home.

They can alert nearby members of the public, a monitoring company and/or the relevant authorities about possible suspicious activity at the address.

There are several electronic security alarm systems available including those with:

- Movement detectors (ultrasonic, microwave infra-red) that react to movement and/or heat and can be placed in strategic locations around your home or business.
- Magnetic Reed Switches which are electro-mechanical devices that activate when the electronic circuit is broken.
- Duress or panic assistance in the form of a fixed button, coded pad pin alert, or a portable device connected to an alarm.



CCTV monitoring system



Warning sticker



External siren box and strobe



Codepad/Keypad



Detector



Duress alarm

## False alarms

False alarms do occur and it is important to be aware of possible causes and take precautionary steps to minimise the false activations.

False alarms can be caused by:

- insects, pests and pets
- power failure or surges
- telecommunications failure
- poor or incorrect installation
- storms
- inadequate maintenance program
- incorrect equipment for the application
- old or faulty equipment
- objects hanging in front of a sensor
- drafts or breezes from open windows or air conditioners
- user error.



## How to reduce false alarm activations

Electronic security alarm systems do require periodical servicing and maintenance in order to perform properly. For servicing and some maintenance of the alarm system, a specialised technician may be required. However there are some basic steps you can take to minimise not only false alarms but also repeat service calls by those responding to your alarm.

- Ensure spider webs are cleaned away from the sensors and other alarm equipment.
- Avoid leaving pets inside when the alarm is activated (internal audible sirens can cause pets undue distress when activated).
- Consider an effective pest control program as vermin and birds can cause a false alarm activation.
- Close windows and doors and switch off air conditioners as drafts can move items causing them to be detected by alarm sensors.
- Avoid hanging mobiles/decorations and other items from the ceiling as these can trigger a false alarm activation.
- Ensure an alarm technician completes periodical services.
- Ensure all users of the alarm are competent in operating the system.
- Conduct regular system tests (monthly).
- Advise the monitoring company of any changes to users or the system.
- Repair any problems immediately.
- Change alarm codes on a regular basis or when there is a change in users.
- Ensure duress buttons are located in a position that cannot be easily bumped by people or other items.

**Note: Alarms in Queensland are NOT monitored by the Queensland Police Service.**

**If in doubt about the operation of the alarm system, contact the installer. When testing the system, ensure the monitoring centre is advised.**