



**STATE ALARM SYSTEMS, INC.**  
5956 Market Street, Youngstown, OH 44512

## IMPORTANT NUMBERS / EMAILS

- Sales ..... **888-726-8111, Option 5**
- Customer Support ..... **888-726-8111, Option 3**
- Emergency Support/  
Service 24/7/365 ..... **800-321-7400**
- Accounting ..... **888-726-8111, Option 4**
- Florida ..... **888-726-8111, Option 2**
  
- Sales Ohio ..... **sales@state-alarm.com**
- Sales Florida ..... **sales@statealarm.us**
- Customer Support ..... **support@state-alarm.com**
- Florida Office ..... **office@statealarm.us**
- Accounting ..... **accounting@state-alarm.com**
- Employment ..... **employment@state-alarm.com**

## REPLACE YOUR BATTERY GUIDE

Having a replacement battery on hand is never a bad idea for the home owner who is always trying to be one step ahead of a burglar and natural disaster. Wireless alarm batteries, brand new, will last from about 3-5 years. Here is a step-by-step instructions to help you replace your battery, when the time comes.

### Things you will need:

- Personal ID code.
- Replacement battery
- Access to control panel box
- Screwdriver or key

**#1** Call State Alarm and put your system on “test.”

**#2** Find your main control panel , usually in the basement or in a closet. Open the panel (you will either need a key to unlock the box or a screwdriver to remove the screws if box is screwed shut).

**#3** Verify the new battery fits inside the control panel. Remove the red and black wires of the battery lead. It may need jiggled to loosen.

**#4** Find and unplug the transformer (the electrical plug - this will be plugged and possibly screwed into an outlet close to the panel). Remove old battery and replace with new battery (may need to remove plastic coverings from new battery terminals).

## PREVENT/REDUCE FALSE ALARMS

- Know your system, know how to operate it, and know exactly what your pass code is, in case you have a false alarm and have to speak to our operators.
- Make sure that everyone who will be using the system understands it as well, and **also has the pass code** for emergencies.
- Be mindful of things that can move around when you are not home, especially pets. Other common causes of false alarms are interior doors that are not secured and can move from breezes, and any other objects that may move either from a breeze or from the output of a heater/air conditioning unit (like plants, curtains and balloons, etc.).
- If you are going on vacation, please make sure that anyone you have coming in to check on your house/business knows how to operate the system, and has our phone number in case of a problem. It is always a good idea to have someone available for us to contact while you are away, who has a key to your premises and can disarm the system if there is a problem.

## BUSINESSES

- Train all employees thoroughly on the alarms system. Hold training sessions to make sure employees are aware of any changes to the system.
- Move any hanging objects away from motion detectors/sensors.
- Ensure all doors and windows are secure and locked prior to arming the system. Inform the State Alarm’s Central Station of new pass codes, and of new or removed authorized users.
- Be aware of holiday-related false alarms due to untrained seasonal/temporary help.

## ENHANCED CALL VERIFICATION

- State Alarm employs alarm verification – we call you, the customer, for proper identification before we contact the police department. This is done in an effort to reduce “false” alarms.
- In an effort to further reduce “false” alarms, at your option, we will implement on your system(s) “enhanced call verification” as outlined in recommendations by the Security Industry Alarm Coalition (SIAC) and the National Burglary and Fire Alarm Association (NBFAA). Florida Customers, Florida State Law Requires ECV on all alarm systems.
- In addition to placing a call to your premises, a second call is placed. This call could be to a second number on the premises: cell phone, a neighbor, a friend, relative, an employee, etc. If, after two calls we are unable to make contact with anyone, the Police will be dispatched. This applies only to burglary alarms – not fire, hold up or panic (duress) – as we dispatch emergency services immediately on these alarms.

• If you are interested in using Enhanced Call Verification, please contact us.

ACCT. # \_\_\_\_\_

PASS CODE \_\_\_\_\_