

Unwanted Alarm Checklist

Updated: February 2025



*** This checklist is provided by the Edmonton Fire Rescue Services as a resource guide to assist alarm users with preventing the activation of an unwanted alarm ***

YES	NO	ALARM SYSTEM USER UNWANTED ALARM PREVENTION CHECKLIST
		I am aware of the City of Edmonton Fire Rescue Services Bylaw #15309, including fees associated with Fire Rescue response to an unwanted alarm.
		I understand how the alarm system operates and have been properly trained to operate my alarm system by the alarm provider.
		I have been provided with, or have access to an operator's manual for the system installed on my property.
		I know that anyone who intends to undertake, or allow the undertaking of any service to a Fire Alarm System, must by law, notify the City directly through the fire drill line at 780-414-7332 prior to the service being performed. Service examples include testing, repair, maintenance, adjustments, alterations or installations.
		I know who to contact if an unwanted alarm activation occurs, which does not require an emergency response.
		I have the contact information for my alarm monitoring company and can communicate with them when there is a potential system concern that may lead to an unwanted alarm activation.
		All users of the system have been provided with the necessary codes and/or passwords to contact the alarm monitoring company and take action if the system is activated unnecessarily.
		I know how to test the system, and am aware that I must contact my alarm company to advise them of any testing (including battery changes) that are due to take place, before doing any such testing.
		I understand that continuing to arm my alarm system after a problem has been identified will likely cause future unwanted alarms.
		I understand that my alarm company should be notified of any problems with the system at the first sign of any issue.
		I understand the importance of keeping my information up-to-date with my

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		alarm company. I will advise my alarm company immediately if any phone numbers change for myself and keyholders.
		I understand that I must advise my alarm company in advance of any remodelling/construction that is to take place.
		I understand that I am to correct any defects when they arise. I understand it is crucial that all users of the alarm system (including residents, employees, cleaners, and frequent visitors) have proper knowledge of how to use the system and for arming and disarming the system.
		I understand I am responsible for any unwanted alarms caused by other users (tenants in a rental for example).
		I am aware of the intended usage of a panic/duress alarm. I understand the difference between a Police or Security response and a Fire Rescue response and have confirmed this with my alarm monitoring company.