

Alarm Fee Waiver – Village of Lincolnshire, IL – Police Department

When considering whether to request a waiver of a false alarm fee, please note that the Village Code allows the Chief of Police to adjust the count of false alarms based on:

- Evidence that a false alarm was caused by a natural disaster;
- Evidence that a false alarm was caused by an action of the telephone company;
- Evidence that a false alarm was caused by a power outage lasting longer than 4 hours;
- Evidence that the alarm dispatch request was not a false alarm;
- In determining the number of false alarms, multiple alarms occurring in any twenty-four hour period may be counted as one false alarm, to allow the alarm user time to take corrective action unless the false alarms are directly caused by the alarm user.

Fees shall not be waived for a false alarm that is a result of the following circumstances:

- Faulty, defective or malfunctioning equipment supplied by the alarm company;
- Improper installation or maintenance by the alarm company;
- Improper monitoring by the alarm company;
- Alarm activations that occur while alarm technicians are repairing, servicing or testing the alarm system;
- An occurrence where no evidence of criminal activity is present;
- Mistakes made by private contractors, cleaning crews, realtors, etc.;
- Items within the home or business that move and cause motion detectors to activate (curtains, signs, balloons, plants, pets, etc.);
- Improper maintenance of the alarm system by the alarm owner (including neglect of backup power/battery supplies);
- Glass break detectors that activate due to noises or sounds, other than actual glass breakage;
- Doors and/or windows that become loose and cause a break in the contacts that activate the alarm;
- Caretakers who watch homes or businesses when owners are away;
- Pets, rodents or wildlife

The list of items mentioned above are not intended to cover every situation where an appeal may be granted or denied.