



Fire and Rescue Service Troubleshooting Guide

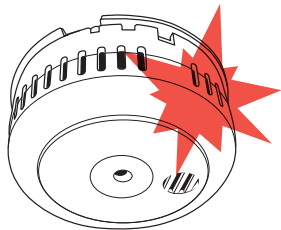
Our Smoke and Heat alarms have proven to be extremely reliable, but nothing is perfect. Our experience tells us that most reported problems originate with lack of reasonable maintenance and/or poor siting.



NFCC
National Fire
Chiefs Council

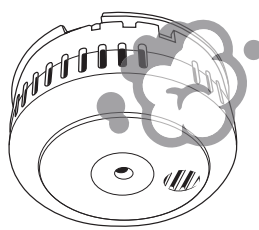
1 FIRST THINGS TO CHECK

DAMAGE INSPECTION



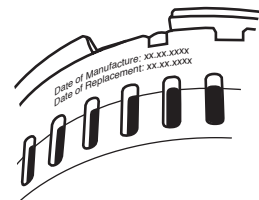
Inspect for obvious damage. Check that the alarm has been installed in accordance with the instructions

NUISANCE ALARMS



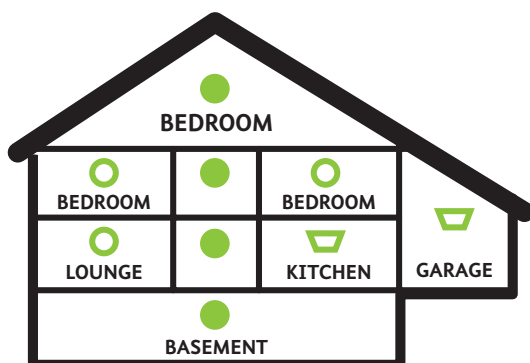
Check alarm is free from dust, cobwebs and contamination i.e. cigarette smoke, drying paint, aerosols and steam.

REPLACEMENT DATE



If the alarm has passed its replacement date, change and leave original unit with occupier.

2 CHOICE AND LOCATION OF ALARMS



- SMOKE ALARMS FOR MINIMUM PROTECTION
- SMOKE ALARMS FOR INCREASED PROTECTION
- ▽ HEAT ALARMS

● **OPTICAL SMOKE ALARMS** are suitable for sensing smouldering fires in escape routes, lounges and bedrooms which may contain furniture, bedding and clothes.

▽ **HEAT ALARMS** are most suitable for kitchens, boiler rooms, workshops and garages where dust, dirt and moisture would contribute to nuisance alarms.

NOTE: Heat alarms should not be used in escape routes and it is recommended they are interlinked to smoke alarms. Do not install heat alarms on walls or in bedrooms, nurseries, playrooms or areas where the elderly and disabled may spend long periods of time.

TECHNICAL HELPLINE 0800 008 6568 or Text on 07885 831239

3 AVOID THE FOLLOWING LOCATIONS

The life of this alarm can be significantly reduced by adverse environments, incorrect location and lack of maintenance. This may also invalidate the warranty.

DO NOT:

locate near fans or extractors. These can pull smoke and heat away from the alarms.

install smoke alarms in or near high humidity areas such as showers, bathrooms or kitchens where humidity levels exceed 85% or the room temperature exceeds 40°C or falls below 0°C. These may cause nuisance alarms and damage the detector.

install in the peak of an 'A' frame or sloping ceiling. This may delay smoke and heat reaching them.

install less than 300mm from walls and light fittings when mounted on the ceiling where smoke may not reach the alarm.

install smoke alarms in insect infested areas.

install smoke alarms in areas subjected to heavy concentrations of cigarette smoke that will cause nuisance alarms and the alarm to become contaminated.

install smoke alarms in kitchens, boiler rooms and garages where fumes and dust may cause nuisance alarms.

install smoke alarms on poorly insulated walls and ceilings where cold air boundary layers could prevent smoke reaching the alarm.

install near objects that could prevent smoke and heat reaching the alarm.

install within 1500mm of fluorescent light fitting that could trigger nuisance alarms.

DO NOT paint the alarm.

4 ALARM MAINTENANCE

Smoke alarms hate dust! Our latest generation incorporates dust-compensation, but alarms still need care. Regular maintenance will help to keep your alarm in good working order.

TEST THE ALARM MONTHLY making sure that all interconnected alarms in the system sound within 10 seconds.

VACUUM THE ALARMS EVERY SIX MONTHS and wipe them with a damp cloth.

5 STILL GOT A PROBLEM?

THE BATTERY WILL LAST 10 YEARS AND IS NOT REPLACEABLE.

At the end of its life the alarm will beep once every minute for a minimum of one month.

THE LIFE OF THE BATTERY CAN BE SIGNIFICANTLY SHORTENED BY PERIODS OF STORAGE OR USE IN TEMPERATURES BELOW 5°C OR ABOVE 30°C.

IT WILL ALSO BE SHORTENED BY FREQUENT OR EXTENDED PERIODS IN FULL ALARM often caused by conditions such as cigarette smoke, steam, aerosol spray and condensation. In these circumstances the warranty will be void. If this happens at night you can press the test button to silence the battery warning for 10 hours. Replace the alarm as soon as possible.

ALARMS SOUNDS ARE AS FOLLOWS:

Full alarm indicating smoke and fire	Repeating series of 3 beeps every 4 seconds with flashing light	••• ••• ••• •••
Low Battery	Single beep every minute	• • • •
Test button jammed	One beep every 11 seconds	• • • •
Fault	Double beep every minute	•• •• •• ••

PROBLEMS ARE INDICATED IN FIVE WAYS:

1

MALFUNCTION

The alarm beeps twice every minute

2

LOW BATTERY

The alarm beeps once every minute

3

The full alarm sounds for no reason. A repeating series of three beeps with flashing light

4

The alarm does not sound when pressing the test button.

5

The test button light remains steadily on or off. i.e. does not flash approximately once every minute, when the unit is not in alarm