

SILENCING SMOKE ALARMS



How do I identify and silence my smoke alarm?

If your smoke alarm emits a false alarm and there isn't a fire emergency, take the following steps:

- 1 The red flashing LED identifies the triggered alarm⁽ⁱ⁾
- 2 Press HUSH/TEST button for 1-2 seconds to silence all units⁽ⁱⁱ⁾



***Interconnected alarms can only be silenced by identifying and hushing the triggered alarm.**

Note which smoke alarm was triggered in case a technician call out is required. (i) The red LED may appear faint in a well lit room. (ii) There maybe a slight delay in silencing the smoke alarm if it is mid-way through the alarming sequence.



How do I identify and silence my smoke alarm if I have a Smoke Alarm Controller?

- 1 Press LOCATE-Pressing LOCATE will silence all alarms except the triggered smoke alarm.
 - 2 Check the triggered alarm to ensure there is no immediate danger.
 - 3 Press and hold the SILENCE button on the controller for 1-2 seconds
- (i) Note which smoke alarm has triggered in case a technician call out is required. (ii) There maybe a slight delay in silencing the alarm if it is mid-way through the alarming sequence.



Once the alarm(s) are silenced

Your smoke alarm will silence and enter a reduced sensitivity reset cycle for approximately 8 minutes. During the reduced sensitivity reset cycle, the red LED light will flash every 8 seconds. Your smoke alarm will automatically return to full sensitivity on completion of the reset cycle and the red LED light will revert to flashing once every 40 seconds (normal operation).

To check for possible causes triggering the smoke alarm, follow our troubleshooting tips overleaf.

Why do smoke alarms need to be so sensitive?

Your sense of smell may decrease during sleep, making smoke alarms vital for households. Interconnected smoke alarms increase your family's protection, however the more smoke alarms you have, the more chance of potential false alarms

SMOKE ALARM TROUBLESHOOTING TIPS



Try our troubleshooting tips before contacting your agent, service technician. If your smoke alarm is activating for no apparent reason, consider these factors

Why is my smoke alarm ‘chirping’?

Your smoke alarm ‘chirps’ every 48 seconds, indicating a fault with your alarm such as a low battery. Your smoke alarm will warn of a low battery for at least 30 days. Failure to replace the battery (or the smoke alarm) after this time could result in you not being alerted in the case of a fire.

Extreme weather conditions

Additional design measures have been taken to ensure smoke alarm reliability in humid conditions. However, smoke alarms can confuse dense humid air particles for smoke particles in extreme humidity and may trigger smoke alarms

Insects, dust or dirt

Insects and dust are a common cause for triggering smoke alarms. The smoke alarm internal sensor can be triggered by dust and bugs inside the unit. Regularly dust and vacuum your smoke alarm as per our maintenance tips below

Correct position of your smoke alarm

Photoelectric smoke alarms are sensitive to high humidity, steam and dust so installation near areas such as bathrooms and kitchens can trigger false alarms. Smoke alarms should be installed as close to the centre of the ceiling where possible, and a minimum of 30cm from side walls. Smoke alarms suitable for wall mounting should be positioned a minimum of 30cm below the ceiling. If in doubt, contact a professional installer.

Power interruptions

Hardwired 240V smoke alarms may briefly alarm when power is interrupted. Power interruptions can occur when:

1. Electricity companies switch grids in the early hours of the morning.
2. There is an electricity spike.
3. Electricity is interfered with due to a shared circuit.

Installation of an EMI or ripple signal filter may help reduce electrical interference. Check your electrical circuit is not overloaded with too many high-wattage appliances

Smoke alarms require cleaning

Smoke alarms require maintenance to ensure effective operation. Proper maintenance can also reduce the likelihood of triggered alarms. We recommend cleaning your smoke alarms once a month to remove dust, insects, cobwebs etc. Vacuuming your smoke alarm with a soft brush attachment will help keep it free from particles to reduce false alarms and ensure smoke can easily reach the internal sensor. Do not remove the cover and attempt to clean inside the smoke alarm