Fire Suppression Services Incorporated
3802 South 2300 East, Millcreek. UT 84109. Ph (801) 277-6464

In Brief:

1. Fire Suppression Services Inc. monitors your FIRE alarm. We are your **Alarm Company**.

1. The PRIMARY function of a Fire Suppression system is to ENSURE the Preservation of life.
    a. (By warning you with sound and light)
2. Its next function is to attempt to minimize the damage to property,
3. Then attempt to prevent the loss of the property.

A Fire Alarm Control Panel (**FACP**) will monitor:

- Water flow at the Fire Riser,
- Smoke and other detectors in the premises AND
- 'Trouble' that may occur including power loss to the panel. Low battery or AC loss.
- It also monitors damage to any alarm device.

Purpose

The purpose of a FIRE ALARM sounding off is to insure Life Safety, by signaling people that they must vacate the premises.

DO NOT FIGHT THE FIRE. DO LEAVE the BUILDING

It is better you walk out than a Fireman having to carry you out because you collapsed from oxygen deprivation or smoke inhalation. He could have been fighting the fire. (Time lost)

The fire alarms sound when heat breaks a fire sprinkler, and a water flow occurs, or if smoke clouds a detector. It is an attempt to give personnel time to get out of harm's way. If sprinklers put the 'fire' out it is an additional bonus.

If the Fire Alarm sounds, you will have a visit from the Fire Trucks.

YOU should have a CLEARLY defined and well-practiced evacuation plan, and all staff should know the plan and where the safety assembly points outside the building are.

CMS Operator calling you:

2. Emergency24 is our 24hour **C**entral **M**onitoring **S**tation. AKA CMS E24

Party List: A written list you have given us of Contact-Key holders that are to be called, in order, by the E24 operator, 'till one of them answers.

In regard to CMS calling those on the **Party list:**

If you have folks on your Party List, they must be prepared to answer that call. It is usually because your FACP has signaled the CMS.

1. Please instruct those who are on your Party List on the following points:
    a. Each Party List Member MUST allow: **1 773 725-0222** in their phone.
    b. Party List members must answer the call from 773-725-0222.
        i. It is from our Emergency 24 Central Monitoring Service, Chicago IL (AKA   E24 CMS)
        ii. The operator has already sent the Fire Department to your site, before calling 'you'
        iii. The operator is then following your instructions when you signed up, to call those in the order listed in the 'Party List'.
        iv. If the Operator cannot get anyone on the list, they notify us, Fire Suppression Services; and we will carry out a follow up call to the Party List the next business day.

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2. Party List members must know the **alarm monitoring-account number**
    a. (it is most often found on the inside of the <u>door of the alarm panel</u>)
3. Party List members must know the password/s
    a. You can have different passwords for various options.
4. If someone from the Party list calls to place the Alarm on TEST, the Alarm account & passcode is required; A Fire Watch is required whilst system is in test.
5. If you have a member going on vacation, advise the CMS, and have them add a replacement member.

Points to Note:

1. Alarm techs on the other hand need to know the account#
    a. And the technician password to <u>place in test</u>, and the Receivers at the CMS that your Dialer is contacting.
    b. More often (**FSS**) is called, or the CMS is called, to place the FACP in test, for inspections.
2. and ... if the FACP is not operational for any reason, local Fire Marshal needs to know.(Code)
    a. 24 hour Fire Watch is likely required.

Making Changes to your account.

If you need a passcode or have need to make changes to your account information:
If you have the correct passcodes, you can make changes by calling Emergency24.
If you do not have the passcode, someone from you site with correct authority can give it to you, or call us to set one for you.
 FSS can also make changes as necessary, as long as Codes are not compromised. You must be able to verify you are still authorized by the site.
And …
 I (**FSS**), suggest that you advise your Alarm Company of open & close times.
If you are called by a CMS operator, and you want to make a change, YOU must instruct the change. The CMS operator will NOT prompt you. Their job is to FIRST call the Fire department, and then to notify you, the key holder, of an alarm condition.

Background information:

If you have a wet suppression system or a chemical suppression system, you will have a Fire Alarm system. (Code)
It consists of a Fire Alarm Control Panel (FACP) and various 'Devices' throughout your building. These are wired to sense an abnormal condition, (Smoke, Water flow, Panel power & battery charge level, Heat, & damage to parts of the fire system) and send their state to the panel. This FACP then sends the condition through its dialer to a NOC, which in turn sends the signal to our CMS.

If the signal is interpreted by the FACP as a FIRE alarm, it sends this signal to the CMS. The duty of the CMS is to first call the Fire Department (Auth) then call the Party List, then advise the Alarm Company. (0). Code.

If the signal is a 'Trouble' the CMS Operator will call the Party list and notify the Alarm Company. (2)

Normal setting on an alarm account, after the Fire Dept. is dispatched, is to call through those on the party list until one of them answers, upon when the operator stops calling. (It can be set to more persons for an extra addition to the monthly fee.)

Dialer-Monitoring setup:

If you are using POTS lines, you are required by Code to have two connected to the Fire Panel dialer. You will see two telephone lines on your monthly telephone invoice.

- One is the PRIMARY line number (P1)
    - & must NOT have voice mail (per Code)
    - (The vMail stutter notification inhibits line seizure)
- The other will be the SECONDARY line number (S1).
    - (May be your facsimile or elevator line) but see warning below.

Per Code & Insurance requirements:
You must maintain these two lines along WITH their Dial Tone at all times for remote monitoring to work.
Tell your Bean-Counter folk! The Panel will not answer a call made to either line; Accountant may assume it is fake.
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WARNING - WARNING - WARNING - WARNING - WARNING - WARNING - WARNING
SHARED POTS lines (with fax or other device will give 'Trouble Alarm' many times a day)
The problem only occurs when someone goes off-hook to talk or fax on the phone line that's being shared with the fire alarm panel.

The FIX:
Want to get rid of the problem right away? Stop sharing the alarms panel's phone lines!
The voltage drop from 48v to 4-8 Volts DC when some other device takes the line off-hook triggers the Fire Panel Trouble Alarm.
The Panel is constantly testing the Phone Line Voltage. The only time it does not check voltage is when the panel itself goes off-hook to dial to report a fire or a trouble!
It is behind a RJ31x jack which allows it to disconnect all other phone LINES so it can seize dial-tone and call out.

You must understand that. If your phone line gets cut, your system will be unable to call the monitoring service. And: if you have exposed phone lines running to the panel ..
 ... it's up to the building owner to decide where the cables go and if they should be completely covered and secured.
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We (alarm Co) do need to know the P1 & S1 line numbers. You must not disconnect either line, the FACP will beep in trouble, and we are notified by the CMS (Trouble).

If you are using a cellular dialer the billing fee is higher, & cell service is subject to weather disruption. You must ensure the aerial has good line-of-site to cell towers.

NB: Knox boxes may be required at Roadside GATEs and Knox locks on FDC Caps, PIV's and other places.

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Legend:

Call Back Option

- 0-AUTH+P+ALR. CO.
- 1-SUB+AUTH+P+ALR. CO.
- 2-PARTIES+ALR. CO.
- 3-ALARM CO. ONLY
- 4-LOG ONLY
- 5-SUB+ALR. CO.
- 6-SUB+PARTIES
- 8-PARTIES ONLY
- 9-SUB.NA.P.NA.ALR. CO.
- 10-SUB.NA.ALR. CO.
- 11-AUTHORITY ONLY
- 12-A.C. TOP PRIORITY
- 13-PARTIES TOP PRIORITY
- 14-SUB.NA.PARTIES
- 15-SUB+PARTIES+ALR. CO.
- 16-AUTH+SUB+P+ALR. CO.
- 17-SUB.NA.P.NA.AUTH
- 18-SUB.NA.P+ALR. CO.
- 19-PARTIES.NA.AUTH.

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AHJ =Auth(ority) Having Jurisdiction. (Fire Marshall, Building Inspector etc.)
Alarm Company =Fire Suppression Services Inc.   (800) 273-6465 ☺
C24 =Connect24 (cellular Service NOC)
Codes =Fire Codes, Building Codes, NFPA.org
CMS =Central Monitoring Station
E24 =Emergency24 calls from: (773) 725-0222   You call: 1-(800) 800-3624
EACP =Evacuation Control Panel/with Voice Evacuation
FACP =Fire Alarm Control Panel
FSS =Fire Suppression Services Inc.
NOC =Network Operations Centre (TelCo AKA Telephone Company)
P1, S1 =Primary, Secondary
POTS =Plain Ordinary Telephone Service. (landlines, copper wire)

Auth =Fire Dept
P =Party list
ALR Co =Alarm Company
Sub =Subscriber number (the site office)

Knox =Special box that holds site access keys. AHJ has the key to open Knox

Details for YOUR site:

You have:

FACP model is:	Silent Knight SK5820
Dialer is POTs (two TelCo lines)	
Primary line is:	
Secondary Line is:	
CMS is E24 Emergency24 phone:	(773) 725-0222
Their Receivers are:	
Primary	(801) 200-7929
Secondary	(801) 200-7930

Alarm monitoring account:

number is:
pass code:

Alarm Company is **Fire Suppression Services Inc. (800) 273-6465 or (801) 277-6464**

Call us if you want service or to put alarm in TEST
At the same time each year you must have us carry out the Annual Inspection on the Alarm System, and all other Suppression systems.