

# SMOKE ALARM TIPS

Keep your Emerald Planet alarms providing effective protection through regular cleaning and testing



## Silence Your Alarm

If you have safely determined there is definitely no fire at the property, use the following steps to silence your alarm:

1. Locate the activated smoke alarm that has the red LED light indicating. Press and hold the silence button for approx. 5 secs or until alarming has stopped.
2. Your alarm will silence and enter a reduced sensitivity reset cycle for approx. 8 minutes.
3. During this reset cycle, the red LED light will flash every 8 seconds.
4. Your alarm will automatically return to full sensitivity on completion of the reset cycle and the red LED light will flash once every 40 seconds (normal operation).



## Routine Maintenance

### Weekly: Testing

Test your smoke alarms by pushing the 'Test' button on the cover of the alarm unit. This will sound the alarm if the electrical circuit, alarm and battery are working correctly. If no alarm sounds, the unit has a defective battery or another fault that needs immediate attention.

### Monthly: Cleaning

Use a vacuum cleaner with a soft brush to vacuum all sides and the cover of the alarm.



## Deactivating Your Alarm

If the smoke alarm that has been identified as being the nuisance alarm cannot be silenced; as a last resort, the smoke alarm has the ability to be deactivated.

### For smoke alarms with Non-Replaceable batteries:

Press the Test Button 6 times within 3 seconds. The smoke alarm will chirp once when it has been deactivated.

### OR

Press the Test Button 6 times within 3 seconds. When the red light on the smoke alarm starts to flash rapidly, Press the Test Button 6 times within 3 seconds again. The smoke alarm will chirp once when it has been deactivated.

### For smoke alarms with Replaceable batteries:

Remove smoke alarm from hardwired power supply (if hardwired) and remove the battery.



## Smoke Alarm Controller

We recommend having us install an Emerald Smoke Alarm Controller, which allows you to test, silence, and locate triggered alarms without the need to reach up to the ceiling. Pressing the 'locate' button will easily and conveniently locate and identify an activated alarm.

GET IN TOUCH

# TROUBLESHOOTING

If there is no sign of smoke and your alarm is triggering for no reason, here are some things to take a look at...



## Insects, Dust & Dirt

Tiny insects can nest in alarms and cause false triggering. Dust and dirt has the same effect, so it's important to keep them as clean as possible.

Use a vacuum cleaner with a soft brush to vacuum the sides, cover and inside the cover. If you have a vacuum that won't reach, you can also use a hairdryer on a cool setting.



## Power Interruptions

Smoke alarms may be activated when power is interrupted. Power interruptions can occur when electricity providers switch grids in the early hours of the morning, there is an electricity spike or electricity is interfered via a shared circuit.

The installation of an EMI or ripple single filter may help to reduce electrical interference.



## Extreme Humidity

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



## Battery

The smoke alarm will chirp at regular intervals (around every 40 seconds) when the battery is weak and needs replacing.

We can come out to you and change over the batteries or assess whether the smoke alarm unit itself needs replacing, if it is a non-replaceable battery model.



## Steam, Fumes & Air Movement

Smoke alarms that are too close to the kitchen, bathroom or laundry areas can trigger false alarms due to cooking fumes and steam. Additionally, drafts from windows, air conditioning units, ducts or fans can interfere with the performance of smoke alarm sensors.

We can assist you by professionally installing your smoke alarms, ensuring placement at an appropriate distance away from these areas to limit this happening.

GET IN TOUCH



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