

Smoke Alarm Troubleshooting Guide

In the event your alarm goes off, please follow these steps:

1 Identify

Check for fire and/or hazards.
Evacuate as required, call 000.

2 Locate

If safe to do so, identify the triggered
smoke alarm - the one with the red light
flashing every second.

3 Silence

Safely access the alarm and press the
hush button (please refer to the identify
and silenced section for more).

In the event your alarm starts to 'chirp', please follow these steps:

In the event that a singular alarm starts to chirp, this is a battery issue. Please report this to the property manager for actioning. Please note you are able to press the hush/test button to silence the chirping for up to 8 hours. Please note the alarm which is causing the chirping to ensure actioning accordingly.

How do I identify and silence my smoke alarm?

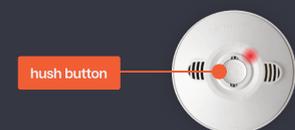
1 Identify the triggered smoke alarm

- The first alarm to sound is the triggered alarm
- The triggered alarm will have a rapidly flashing red light and is the only one that will silence the system



2 When triggered smoke alarm is found:

- Press and hold the HUSH button for 5 seconds to silence all units
- Take note of which smoke alarm has triggered in case a technician call out is required



Once the alarm(s) are silenced:

Please note: As the smoke alarms are compact they will take time to clear internally, after the reset cycle the smoke alarm may repeat alarming if it detects anything within the sensor. This will keep repeating it self until it is cleared. Please safety use a vacuum cleaner with a soft brush, vacuum all sides and covers of the smoke alarm. If alarming continues please notify property manager for actioning.

To identify potential causes that may trigger the smoke alarms,
refer to our troubleshooting tips on the following page.

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Please give our troubleshooting tips a try if your smoke alarm is going off unexpectedly. Consider these factors:

Why is my smoke alarm chirping?

If your smoke alarm is chirping, this is indicating a low battery. Please report this to your property manager for actioning.



Insects and dust

Insects and dust are a common cause of random alarming. Please ensure to regularly dust fans and surroundings of smoke alarms to ensure prevention of build up.



Cooking fumes

Cooking fumes can cause an alarm to activate. Especially when the alarm is located close to the kitchen. Please keep area well-ventilated and use an extraction fan where possible.



Steam

Steam from a bathroom & laundry can cause a smoke alarm to activate. Please use exhaust fans where possible. Ensure adequate ventilation, where possible ensure the door between the bathroom/laundry and smoke alarm is closed when entering and exiting this will ensure there is minimal impact to the sensor.



Air movement

High air movement can cause the alarm to pick up debris resulting in triggers. Where possible please ensure devices are not directly pointed towards the smoke alarms.



High humidity

Water vapors can develop inside the smoke sensor causing smoke alarms to sound. Ensure adequate ventilation to reduce the possibility.



Power interruptions

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

1. Electricity companies switch grids early morning
2. There is an electricity spike
3. Electricity is interfered with

Need more assistance?

Feel free to give us a call on 1300 327 665

