



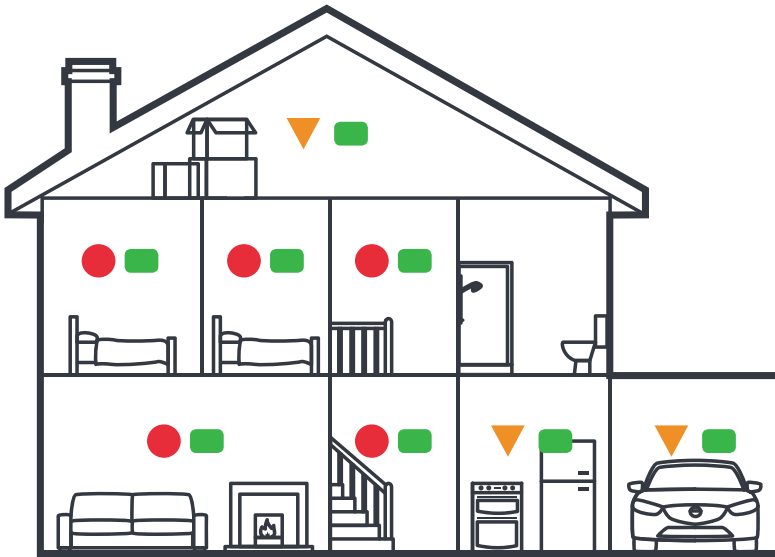
## Fire and Rescue Service Troubleshooting Guide

Smoke, Heat and Carbon Monoxide alarms have been designed to be as maintenance-free as possible, however there are a few things that must be done to ensure alarms work correctly. If you think your alarm may be faulty, we recommend you try these troubleshooting tips:

### Alarm Positioning



A common cause of nuisance alarms can be triggered by the incorrect positioning of alarms. For maximum protection, check that your smoke, heat and CO alarms are correctly positioned.



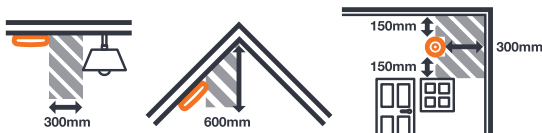
**Smoke alarms**  
Fit in all rooms where the temperature is normally between 4°C (40°F) and 38°C (100°F) e.g bedrooms, landings, hallways and living rooms.

**Heat alarms**  
Ideal for areas where dust, fumes and moisture can cause nuisance alarms in smoke alarms e.g kitchens and garages.

**Carbon Monoxide alarms**  
Fit in any room with a fuel burning appliance.



#### Smoke and Heat alarms



#### Carbon Monoxide alarms



## Do not damage or tamper with the alarm

If an alarm is found in this condition, replace the alarm and leave the old alarm with the occupier.

### Check the replace by date:

- If over 10 years old, replace the alarm and leave the old alarm with the occupier.

#### How to find the replace by date:

- 1 Remove the alarm from its base by twisting it in an anti-clockwise motion.
- 2 Check the replace by date printed on the bottom. If your alarm has exceeded this date it should be replaced immediately.

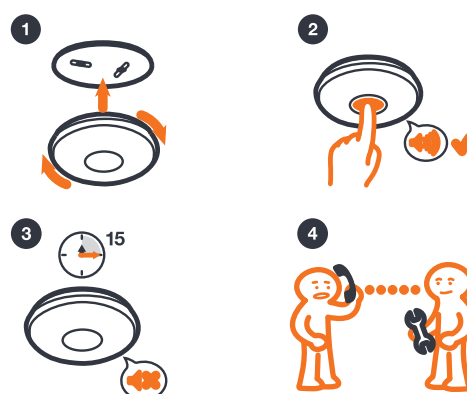


### Are you sure the alarm is faulty and has not been activated?

If possible, use the diagnostics kit to find the alarm history or check if the history suggests a high-risk home - e.g multiple activations. If you have checked the diagnostics and are still unsure if the alarm is faulty, replace the alarm and return to FireAngel.

### The smoke alarm does not sound during testing:

- 1 Make sure the alarm is rotated clockwise as far as it can go and is securely located on the base plate (this means the battery has been activated). If testing immediately after first activating the alarm, allow 5 seconds for the alarm to settle before testing.
- 2 Make sure you push the centre of the test button firmly.
- 3 If the unit has been silenced and is in low sensitivity mode it may not test. Wait 15 minutes then try again.
- 4 If the alarm has been recently fitted and it still fails to test then contact Technical Support.



### The smoke alarm activates when no smoke is visible

#### Experiencing frequent unwanted alarms:

- Check the location of the smoke alarm
    - We do not recommend that the smoke alarm be fitted in areas where excessive dust or dirt could contaminate the sensing chamber, making it over sensitive or impaired.
    - We also do not advise that the alarm is fitted in bathrooms, shower-rooms, and other very damp or humid areas, where the moisture can cause unwanted alarms.
- 1 Clean the smoke alarm.
  - 2 If the unwanted alarms continue, contact Technical Support.



### The low battery warning does not silence when the test button is pressed:



- 1 A low battery warning chirp can only be silenced a maximum of 10 times. Replace the smoke alarm immediately to ensure protection in case of fire.
- 2 The alarm continuously checks its sensor and circuitry - if these are found to be incorrect or, if the batteries are low, then the detector will emit a single chirp once per minute for 30 days.
- 3 If the red LED flashes at a separate time from the chirp, a fault is indicated. If within warranty contact Technical Support. Otherwise replace immediately.

If troubleshooting does not resolve the problem and you believe the alarm is still faulty - remove the alarm and return to your fire station and follow the internal returns process. Remember to replace any alarm units that are removed.

Alternatively, for on-site troubleshooting, contact **FireAngel Technical Support** on **0800 1412 561**.  
Offices are open between 9am - 5pm, Monday - Friday. [fireangel.co.uk](http://fireangel.co.uk)