

**ARCO SECURITY CENTRAL STATION, CORP.**  
Monitoring Burglar And Fire Alarm Systems

**General Fire Alarm Signal Processing  
Effective January 25<sup>th</sup> 2013**

Dealer Summary

**ALL Fire Alarm account signals will be handled according to NFPA 72, UL 827, and FM 3011**

This policy will ensure that all fire alarm system be treated with the attention to life safety that is required. ALL Fire Alarm signals will follow the same standards set by NFPA, UL, and FM.

FIRE ALARM SIGNALS

1. Dispatch Fire Department Immediately
2. Contact Dealer/Runner if required by any note
3. Notify Subscriber

Exception: For household fire alarm systems, you may verify the signal prior to dispatching within 90 seconds. Ex. Call the premises, if no answer or unable to verify then dispatch immediately. (NFPA 72: 29.7.8.2)

FIRE SUPERVISORY SIGNALS

1. Notify Subscriber
2. Contact Dealer/Runner if required by code or any note. If condition exists for more than 8 hours, we MUST notify the Fire Department.
3. If no answer Dispatch F.D.

FIRE TROUBLE SIGNALS

1. Notify Subscriber
2. Contact Dealer/Runner if required by code or any note – unless trouble restores
3. If no answer Dispatch F.D.

NO TIMER TEST RECEIVED

1. Notify Dealer/Runner

**IMPORTANT:**

- Operators must follow procedure for Runner services
- For Runner Verification of U.L. accounts, dealer must provide a valid phone number that can be verified on every shift change from the central station. Central Station will verify that an individual can be contacted on this number at the standard shift changes occurring at 7AM, 3PM, and 11PM. Voice messages do not constitute verification.
- On Local accounts, Dispatchers will ask the caller to report back to central if trouble restores
- On TEST: Maximum allowable time for Fire Alarm On test is 8 hours
- **Excessive Fire Signals:** The system automatically generates a notice (4401) to notify the supervisor o the condition. The supervisor then can determine that Technical Action is required (4402). This action initiates an 8 hour follow-up that notifies the Dealer of the condition immediately and then again at the 4 hour mark. If the dealer has not fixed the account at the end of the 8 hour period, the fire department must be notified on the condition.