

## Standard Signal Procedures

EXCEPT WHERE OTHERWISE STATED, FOLLOW THESE GENERAL INSTRUCTIONS:

**Fire Alarm:** Always dispatch Fire Department, then subscriber, and then notify installer if required

\*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:** Notify Subscriber, Notify Installer, If no answer dispatch FD. If condition exists for more than 8 hours, notify FD.

**Fire Trouble:** Notify Subscriber, Notify Installer if required (unless restore), If no answer dispatch FD.

**Fire No Timer-Test Received:** Notify Runner/Installer

*(For More specific fire alarm signal handling see General Fire Signal Processing Instructions)*

**Burglar Alarm:** Call premises and emergency, if no answer dispatch.

**Business Burglar Alarms after midnight:** From 11pm to 7am - always dispatch first and then notify.

**Burglar Trouble:** Call premises and emergency, if no answer dispatch.

**Radio Trouble:** Call premises and emergency, if no answer dispatch.

**Phone Failure:** (Primary & Secondary) - Call premises and emergency, if no answer dispatch.

**Low Battery:** Must be called once a day when not cleared.

**Residential:** weekdays call after 7am, weekends call after 9am

*Exception: If owners are on vacations and no answer, dispatch PD*

**Business:** notify immediately (no exemption), call premises and emergency, if no answer dispatch PD.

**Early Opening:** open 1 hour or more before normal - if no answer, dispatch

**UNDEFINED:** Call premises and call dealer, if no answer dispatch. Create follow-up to correct undefined signal.

**NOTE:** Do NOT Full Clear until someone is notified.

**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 of 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.