FORTLINE Help sheet

AOV smoke vents: resetting and faults

Covers: General AOV control panels with a reset button

Stop and call us

- If the vents opened because of a fire alarm, treat it as real until the fire alarm has been checked. Any sign of fire: get out and call 999.
- Only reset the vents once the fire alarm has been confirmed false or cleared, and the fire service isn't attending or has finished.
- A vent stuck open or closed, a fault light, or a damaged window: call us the same day.
- Never prop open, wedge, tie or lock vents or doors, and never override the vents or disable the system to stop a fault.
- Don't open the control panel or touch actuators, motors or wiring.

After the vents have opened

1. Find out why they opened. Usually the fire alarm, a smoke detector or a smoke vent switch has triggered them. If you're not sure, call us.
2. If the fire alarm went off, deal with that first. Only reset the vents once the fire alarm has been confirmed false or cleared, and the fire service isn't attending or has finished. If you're not sure, call us.

3. If a smoke vent switch was used, it needs resetting first. Call us if you don't have the reset key.
4. If you were shown how at handover, press the reset button on the AOV control panel. If not, or you're not sure, call us.
5. If they open again or don't close fully, call us.

If the panel shows a fault

1. Note what the panel shows and call us on 01635 938998 the same day. A fault can stop the vents opening in a fire.

Not sure, or it hasn't worked? Call **01635 938998**
Mon–Fri 8:30am–5:30pm. Out of hours, call 01635 938998

User steps only. Use your own user code or key and never write it on this sheet. More help: fortline.co.uk/help.html