FORTLINE Help sheet

Advanced MxPro 5 fire alarm panel: silence, reset and faults

Covers: Advanced MxPro 5 (5100, 5200, 5400 and V/N versions)

Stop and call us

- Any sign of fire, smoke or burning: get everyone out and call 999. Don't investigate.
- NEVER silence or reset until the cause has been found and the building is confirmed safe. If in doubt, get everyone out and call 999. Don't go back in until the fire service says it's safe.
- A fault left alone means part or all of the building has no fire protection. Call us the same day.
- Never disable or isolate zones or devices to stop a fault or a false alarm.
- Don't open the panel, or remove, cover or bag detectors (only an engineer does this, as a controlled action).

After a fire alarm

1. Follow your fire procedure first. The screen shows the zone where the fire alarm started.
2. Press MUTE to quieten the panel's buzzer. Anyone can do this.
3. Find the cause, such as a pressed call point. Any sign of fire, or no cause found: get everyone out, call 999, then call us.

4. Turn the access key, or press a control button and enter your user code when asked.
5. Once the cause is known and the building is confirmed safe, press SILENCE to stop the sounders, then call us on 01635 938998.
6. When the cause has been cleared, press RESET to clear the alarm and return the panel to normal.

Afterwards

1. Record the alarm in your log book. If you're not sure what caused it, call us.

If the panel shows a fault

1. Press MUTE to quieten the buzzer.
2. Read the fault on the screen and write it in your log book.
3. Call us on 01635 938998 with the message. When the fault is fixed, the panel clears it by itself.

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