FORTLINE Help sheet

C-TEC fire alarm panel: silence, reset and faults

Covers: C-TEC CFP 2/4/8 zone conventional panels

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 panel shows the zone the alarm came from.
2. 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.
3. Turn the access key to 'I' or use your user code.

4. Once the cause is known and the building is confirmed safe, press Silence/Resound Sounders to stop the sounders, then call us on 01635 938998.
5. When the cause has been cleared, press Control Panel Reset. The panel beeps twice and the fire lights go out.
6. If the panel goes straight back into alarm, treat it as a real fire: get everyone out, call 999, then call us.

Afterwards

1. Turn the key back to '0' and record the alarm in your log book.

If the panel shows a fault

1. Press Silence Internal Sounder to quieten the buzzer. You don't need the key for this.
2. Note which yellow lights are on and write the fault in your log book.
3. Call us on 01635 938998 with what the lights show. Don't try to clear it by resetting.

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