FORTLINE Help sheet

Haes fire alarm panel: silence, reset and faults

Covers: Haes Fusion; Haes Level 1-4 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 in alarm.
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 Activate Controls key a quarter turn clockwise, or use your user code if your panel is set up for codes.

4. Once the cause is known and the building is confirmed safe, press SILENCE / RESOUND ALARMS once to stop the sounders, then call us on 01635 938998.
5. When the cause has been cleared, press RESET. All the lights come on for a few seconds, then the panel returns to normal.

Afterwards

1. The panel won't reset until the alarm is silenced, or while the cause is still there. If it won't reset, call us.
2. Turn the key back and record the alarm in your log book.

If the panel shows a fault

1. Read the fault on the screen. On Fusion panels you can accept it by pressing SILENCE.
2. Write the fault in your log book.
3. Call us on 01635 938998. A System Fault can only be reset by an engineer.

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