FORTLINE Help sheet

Pyronix Enforcer alarm: reset and faults

Covers: Pyronix Enforcer V10 and V11

Stop and call us

- If you think someone is inside, don't go in. Move somewhere safe and call 999.
- Don't open the panel, bell box or detectors. Tamper alarms need an engineer.
- Never share your user code or tag, and never write it on or near the keypad.
- If the system asks for an engineer reset or a code from the monitoring centre, call us.

Unsetting and resetting after an alarm

1. Enter your user code or present your tag. The alarm symbol flashes and the keypad shows which input went off.
2. To reset the system after an alarm, call us on 01635 938998 and we'll talk you through it.
3. A keyfob can unset the alarm (if your engineer has turned this on), but resetting after an alarm can only be done at the keypad.
4. If your keypad shows a number and asks for a code from the monitoring centre or an engineer, your code will silence the alarm but not reset it. Call us.

Faults

1. A flashing ALERT light means a fault. Enter your code, present your tag or press the keyfob button to see what it is.
2. Any fault can affect how the alarm works. Call us on 01635 938998.

If it says 'Unable to set'

1. An input is open. Check that area for open doors or windows, pets or movement.
2. If you can't fix it, call us. Don't leave inputs omitted without talking to us.

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