FORTLINE Help sheet

Texecom Premier Elite alarm: reset and faults

Covers: Texecom Premier Elite series

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.

Resetting after an alarm

1. If the display shows 'SYSTEM ALERTS', enter your user code to see the alarms or faults.
2. Note the zone shown, so you know what caused the alarm.
3. Enter your user code, then press the Reset key. The outside strobe stops, the keypad chimes and the display returns to normal.
4. If the display doesn't return to normal, your system needs an engineer reset or an anti-code. It can't be set again until then. Call us.

Fault messages

1. Mains failure: enter your user code to stop the chime. It clears by itself when power returns.
2. Signal path fault (phone line or mobile signal): enter your user code to stop the chime. It clears when the line comes back. If it doesn't, call us.
3. Battery fault: call us straight away.
4. Tamper fault: enter your user code to silence it, then call us straight away.
5. Service message: the system needs a service. It can usually still be used. Call us to book.

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