Thank you from Emerald Alarms

Enjoy peace of mind knowing your smoke alarm works when you need it most.

If your smoke alarm is operating correctly, the red LED will flash every 48 seconds. In the event of a triggered alarm, we suggest following our troubleshooting tips.

Routine maintenance

Monthly testing.

Test by pushing the 'test' button on the cover of the smoke alarm unit. This will sound the alarm if the electrical circuit, alarm and battery are working correctly. If no alarm sounds, the unit has a defective battery or another fault that needs immediate attention.

Monthly cleaning.

Use a vacuum cleaner with a soft brush to vacuum all sides and the cover of the smoke alarm.

The battery

Your smoke alarm 'chirps' every 48 seconds, indicating a fault with your alarm such as a low battery.

Your smoke alarm will warn of a low battery for at least 30 days. Failure to replace the battery (or the smoke alarm) after this time could result in you not being alerted in the case of a fire.

Insects, dust or dirt

Insects and dust are a common cause for triggering smoke alarms.

The smoke alarm internal sensor can be triggered by dust and bugs inside the unit. Regularly dust and vacuum your smoke alarm as per our maintenance tips below.

Correct position of your smoke alarm

Photoelectric smoke alarms are sensitive to high humidity, steam and dust so installation near areas such as bathrooms, kitchens, laundries, open windows, fans or air ducts can trigger alarms.

Smoke alarms should be installed as close to the centre of the ceiling where possible, and a minimum of 30cm from side walls. Smoke alarms suitable for wall mounting should be positioned a minimum of 30cm below the ceiling. If in doubt, contact a professional installer.

Extreme weather conditions

Additional design measures have been taken to ensure smoke alarm reliability in humid conditions. However, smoke alarms can confuse dense humid air particles for smoke particles in extreme humidity and may occasionally trigger smoke alarms.

TROUBLESHOOTING TIPS

🔇 Identify and hush smoke alarms

If your smoke alarm emits a false alarm and there isn't a fire emergency, take the following steps:

1 **The red flashing LED identifies the triggered smoke alarm**[i]

2 **Press HUSH/TEST button for 1-2 seconds to silence all smoke alarms**[ii]

*Interconnected alarms can only be silenced by identifying and hushing the triggered alarm.**

Note which smoke alarm was triggered in case a technician call out is required.

(i) The red LED may appear faint in a well lit room.
(ii) There maybe a slight delay in silencing the smoke alarm if it is mid-way through the alarming sequence.

👆 Emerald Smoke Alarm Controller

We recommend the installation of an Emerald Smoke Alarm Controller, which allows you to test, silence and locate triggered smoke alarms without the need to reach up to the alarms on the ceiling.

🔇 Identify and hush smoke alarm with the Emerald Smoke Alarm Controller

1 **Press LOCATE**
Pressing LOCATE will silence all alarms except the triggered smoke alarm.

2 Check the triggered alarm to ensure there is no immediate danger.

3 Press and hold the **SILENCE** button on the controller for 1-2 seconds[i]

Note which smoke alarm has triggered in case a technician call out is required.
(i)There maybe a slight delay in silencing the alarm if it is mid-way through the alarming sequence.

Visit **emerald-alarms.com.au** for more troubleshooting tips and information