Central Station Monitoring Overview & Agreement

Congratulations on your decision to protect your facility by monitoring your fire alarm system with central station monitoring. The central station monitoring account and equipment work with your fire alarm system to provide a complete "Life Safety" system for your building and its occupants. The intent of the "Life Safety" system is to provide early fire detection and reporting, enabling the fire department or emergency personnel to respond swiftly, thereby allowing them the best opportunity to save lives and property. Time is of the essence!

Professional Fire Alarm Systems, Inc. contracts our central station monitoring through EMergency 24, an industry leader in the alarm monitoring and security industries since 1967. Some insurance carriers offer discounts for monitored systems. Check with your agent for possible additional savings!

1. DEFINITIONS:

Authority (AHJ): Your local Fire Department, State Fire Marshal or Federal Fire Marshal

Central Station Account: Unique account set up to receive conditions from your fire alarm panel

Central Station Monitoring Company: The call center (manned 24/7/365) which receives conditions transmitted from your fire alarm system and will notify appropriate authority or party

Central Station Reporting Equipment: Equipment that transmits signals or conditions from your fire alarm equipment (i.e. built-in dialer, external dialer, U-Dact, etc.)

Condition: An event (i.e. alarm, fault, failure, supervisory, trouble, etc.) which occurs on your fire alarm system/equipment, telephone line, central station reporting equipment or central station account

Fire Alarm System/Equipment: Panel and devices in your facility to provide early fire detection

Trouble: Conditions reported from the fire alarm panel to indicate a problem

Off Normal: Conditions reported from the fire alarm panel to indicate a problem

Monitoring: To watch or observe the status and conditions of the fire alarm panel

Party: Individuals you specify who will receive notification of conditions being sent from the fire alarm panel

2. ADDRESSING TROUBLE AND 'OFF NORMAL' CONDITIONS:

2.1 When your system reports a trouble or 'off normal' condition, it is telling you that something is not functioning properly with one of the following: your fire alarm system, your central station account or the central station reporting equipment. The trouble or 'off normal' condition should be addressed promptly and resolved quickly. Because this is a life safety system, troubles and 'off normal' conditions are not acceptable by the local, state and federal fire marshals.

2.2 When you are notified of a trouble or 'off normal' condition, it is your responsibility to take the appropriate action to resolve the condition. Notification that a trouble or 'off normal' condition has occurred can be made either by lights and/or sounders on the fire alarm panel or by contact from the central station operator. Either method of notification requires action on your part to resolve the issues promptly. If the condition being reported is a 'Primary' or 'Secondary' phone line failure, call the telephone company 1st to ensure that the telephone lines are fully functional. If your staff cannot resolve or clear the trouble or 'off normal' condition, you may need to call a repair company.

3. ADVICE ABOUT PUTTING YOUR SYSTEM IN 'TEST' MODE:

3.1 Occasionally, you will need to put your central station monitoring in "test" mode in order to test your fire alarm system or perform service work. 'Test' mode means that all signals will be ignored, so make sure that is truly your intention.

3.2 You will need to specify the estimated time frame for your event (i.e. repair, testing, fire drill, . If the event is completed earlier than expected, call to remove your system from the 'test' mode. If the event will take longer than expected, call the central station to extend your time frame.

3.3 When you put your central station monitoring account on test for "all conditions" you are assuming total responsibility for the fire safety of your building and its occupants. Any fire, trouble or 'off normal' condition will not be reported automatically to the fire department or to your staff. If an actual fire should occur, precious time will be lost before emergency personnel are notified. Lives and property could be needlessly lost. Time is of the essence in every emergency situation.

3.4 The purpose of putting a building on "test" with the central station is just that, for testing or service, it is not a method to avoid the aggravation of being notified of alarm, trouble or 'off normal' occurrences with your system. If an event occurs that cannot be resolved quickly, the account, sub account or the specific condition should be placed on hold or 'test' until the issue can be resolved. Unless you are willing to assume responsibility for loss of life, you should not put 'all conditions' on hold or test. If a fault lies within a sub panel or sub account, only put the sub account or specific condition on 'test'. Additional steps such as a "Fire Watch" may be required until the situation is resolved.

4. ACCOUNT SET-UP:

4.1 Most accounts are set up as a single account whereby only 1 building or facility is being monitored. For proper fire alarm monitoring, conventional dact accounts are required to have two loop start phone lines with RJ31x jacks (line capture), which must be ahead of all equipment sharing the telephone lines. The telephone lines do not need to be dedicated. VO/IP (Voice over IP) dact accounts require a network drop to be installed where the dialer will be located, a static IP address will need to be assigned for the dialer and UDP port 80 needs to be opened for inbound and outbound traffic.

4.2 In some instances, accounts are set up in such a way that there is one master panel (set up as the master account) which reports base conditions (i.e. phone troubles, panel troubles, etc.), along with 1 or more sub panel (set up as sub accounts) associated with a sub fire alarm panel which is installed to report specific conditions (i.e. fire or supervisory conditions) for another building or location. An example would be an Apartment complex where each apartment building has its own panel to report its buildings specific alarm information to the central station through one master panel. If the customer puts the Master account on 'test' for 'all conditions', then none of the buildings monitored by that central equipment will report conditions (such as alarms or faults) to the Central Station.

In conclusion, managing your Central Station account and maintaining your fire alarm system equipment is serious business, life and death serious! If you have any questions or need assistance, please contact Professional Fire Alarm systems, Inc. at any time and we will assist you in any way we can.

By signing below, you agree that you have read and acknowledge the importance of keeping your system in good working order, you agree to address all issues in a timely manner and you assume all liability for the status of your system.

_____   _____
            Customer Signature   Company Name

_____   _____
            Print Name & Title   Date

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