

BE CERTAIN YOUR FIRE OR BURGLAR ALARM IS RECEIVED

Most fire and burglar alarm systems send a signal to a Central Station monitoring facility or direct to the Fire or Police Department dispatch centers over phone lines using a phone number. With many phone companies changing area codes and some instituting eleven - (11) digit phone numbers it is imperative that you confirm your alarm control panel is programmed to dial a current (and correct) number. If the number is not current and an emergency alarm is sent, the signal will not be received and subsequently the proper emergency personnel will not be dispatched.

You should also confirm with your alarm service provider that they have the current phone number of your location and the correct phone numbers of employees that are on their call list for emergencies.

TESTING CAN GIVE YOU PIECE OF MIND

Besides confirming the correct phone numbers have been programmed into the signaling dialer, test your system to confirm it works. Before any tests, however, you should notify the receiving facility that you will be testing the system and ask them to record all alarms they receive. This notification helps prevent unnecessary dispatching of emergency personnel. In fact, it is good practice before testing any fire protection alarms (e.g. manual pull stations, sprinkler water flow, smoke detectors etc), to also notify the fire department dispatch center that you will be testing. You can contact them through their business phone number listed in the phone

directory or by using directory assistance and asking for the non-emergency number of the dispatch center. Tell the dispatcher your name, you company's name and address and inform them you will be testing alarms and will notify them when completed. By taking this step you could prevent an accident. For example, a tragedy occurred when a private Central Station alarm receiving facility, even though notified of testing at the location, notified the fire department when an alarm came in. A fire truck responding to this emergency call was involved in a motor vehicle accident resulting in the death of three fire fighters. Remember taking the step to notify the fire department could save a life!

Once testing has been completed call the alarm receiving facility to confirm they received the proper alarms. If they did not, you need to confirm that service personnel will be dispatched immediately to correct the problem. Also notify the Fire Department that testing has been completed and the system is either back in service or in need of repairs.

The frequency of testing the signaling portion of your alarm systems can vary depending on local ordinances, but we suggest monthly tests be conducted.

For further information on how to test your alarm system please contact your alarm systems certified service representative. Your alarm system helps protect your business, employees, and visitors. Be certain it will contact the proper authorities in event of an emergency.

For more information please call us toll-free at (866) 262-0540 or visit us online at www.cna.com/riskcontrol