

FIRE SPRINKLER SYSTEM SUPERVISORY SERVICE User's Guide (DamarNet RAR Service)

The information provided in this user guide pertains to fire suppression sprinkler system monitoring service provided over dual communication paths, typically being a conventional dial tone telephone line and a Cellular Data Path. If you are in doubt as to the communication facilities employed for your service please contact our ULC Listed Signal Receiving Center at 800-265-7562 and we will be glad to answer any questions you may have.

This User Guide is provided to help you understand the services we are providing and the relationship between Damar Security Systems and your fire suppression sprinkler system service company or contractor. Damar Security Systems provides inspection, testing and repair services for the fire alarm signal transmission equipment but we do not test, inspect or maintain your fire suppression sprinkler system. While we are required to test the transmission of signals we do not provide the annual sprinkler system inspection and test required by the Ontario Fire Code.

In many cases the Ontario Building Code and/or the Ontario Fire Code requires the monitoring and supervision of a fire suppression sprinkler system by means of our services. Continuing monitoring and supervision may be part of the requirements for continued occupancy of your premises.

Damar Security Systems is "listed" by the Underwriters' Laboratories of Canada for the provision of "Fire Signal Receiving Center Systems and Services" and as such our service meets or exceeds the requirements of the Authorities Having Jurisdiction.

Damar Security Systems has been providing the highest degree of service and protection for our fire alarm monitoring customers since 1977. We appreciate the trust you have placed with us!

We monitor as a minimum the following conditions:

- Waterflow Alarm
- Pressure Supervisory
- Water Supply Valve

Where there is a possibility of freezing we will also monitor the ambient temperature within the room housing the sprinkler riser(s).

Waterflow Alarm: This is an indication that there is water flowing through the sprinkler system. This can be caused by a sprinkler opening as a result of a fire or high temperature condition, a damaged or broken sprinkler, or other major leak in the sprinkler system. The fire department will be notified within thirty seconds of receipt of a waterflow alarm at the signal receiving center. A customer representative will be notified immediately also.

Pressure Supervisory: This is an indication that the pressure in the sprinkler system has dropped to a point where false waterflow alarms may be received as a result of changes in pressure in the municipal water supply system. Many new fire suppression sprinkler system installations incorporate an automatic excess pressure pump arrangement to bring the pressure up prior to our signal set point. Should the excess pressure drop below a set point we will notify a customer representative as soon as possible.

Supply Valve Supervisory: In order to ensure that there is always a water supply available to extinguish a fire, Damar Security Systems monitors the condition of the main water supply valve to the sprinkler system. Upon receipt of a valve closure signal we will notify a customer representative as soon as possible.

Ambient Room Temperature: If provided, should the temperature within the room housing the fire suppression sprinkler system decrease to where there is a possibility of freezing, we will notify a customer representative as soon as possible.

Cabinet Tamper Signal: In the event that an unauthorized person should open our transmitter cabinet we will receive a tamper signal. Please make sure that all of your staff understands that there are no user serviceable components contained within our cabinet. In the event that the cabinet is opened we are obligated to attend at the premises and verify the integrity of our equipment and connections. Unless the cabinet tamper is the result of a technical problem our service response will be a chargeable service call.

Low Battery Signal: We supervise the condition of the standby battery within our signal transmitter. If we receive a battery trouble our service technicians will investigate and take appropriate action.

Fail To Test: Our equipment will automatically generate a test signal to our signal receiving center. In the event that we do not receive an automatic test signal we will initiate corrective action.

Communication Channel Failure: The communication channels between your premises and our Signal Receiving Centre are monitored by our transmission equipment. In the event of a failure or fault on one channel the surviving channel will report the problem. Upon receipt of this trouble we will commence corrective action to restore full service. In the unlikely event that both channels fail there will be an audible signal from the transmission system control station. Simply enter the digits 5 4 3 2 1 to silence the sounder and telephone our monitoring centre as soon as possible.

Notification Procedure: It is required that we notify the fire department within thirty seconds of receipt of a waterflow alarm signal and notify you as soon as possible. In the absence of other direction from you, we will notify you as soon as possible following receipt of a supervisory or trouble signal. One exception is that in the event of a power failure where we have reason to believe that it is wide spread, we likely will not notify you immediately of a primary power failure. You do have the option to give us direction in writing to hold the notification of fire alarm panel supervisory and/or trouble signals until the next working day. Such direction to us should only be given after careful consideration of all aspects of the building fire protection system and the effect this may have on the premises fire safety plan.

Contact or Call List: It is important that we have a minimum of three contact persons to notify in the event of a fire alarm, supervisory or trouble conditions. Please indicate to the people on your call list that the caller display when we call will be "DSRCALARMCO" - calling telephone number "519-346-6342" - and it is important to answer our call. Obviously during the daytime occupied hours the contact would be to the premises. Should there be any changes in your staff or in their contact information please ensure that our Signal Receiving Center receives the updated information. Fax to 800-688-7721 or email to csadmin@damar.net.

Restoration of Alarm, Supervisory or Trouble Conditions: – Following a waterflow alarm or a supervisory condition it will be necessary to enter a "reset" code into the transmission system control keypad. The code is 5 4 3 2 1.

Notes Regarding Your Fire Sprinkler System: With regard to the operation of the fire suppression sprinkler system please be aware of the following. You should consult your sprinkler system service provider for the proper instructions for resetting the system, and correcting pressure drop and supply valve supervisory conditions. While our operators are more than willing to provide as much assistance as possible for our customers please understand that because of the numerous sprinkler system configurations and the related equipment which is not supplied, installed or serviced by Damar Security Systems our operators do not have adequate information to give you instructions or assistance in the operation of your fire suppression sprinkler system

Working On The Sprinkler System: Please be sure that construction and sprinkler system service contractors use caution around the sprinkler system. In the event that someone will be working on, or testing the sprinkler system please ensure that they call our Signal Receiving Center PRIOR to performing any work. They will need to identify the system number and provide their name and contact telephone number as well as an indication of how long they will be working on the sprinkler system. The system number is posted clearly on the sprinkler system and our signal transmitter cabinet. The telephone number for our signal receiving center is 800-265-7562 and this is also posted. They should place the monitoring out of service for sufficient time to complete their work. Should they complete their work prior to the indicated time they may call us again and we will be glad to place the monitoring back in service. If they do not call us the monitoring will automatically return to service at the designated time. This means that if they should continue to work on the fire alarm system after the expiration of the "out of service" time we will dispatch the fire department should we receive a fire alarm signal.

Our Obligations: We will visit your premises once every two months to perform a waterflow alarm test, once every six months to test the supervisory equipment, and once per year to conduct an operational test and inspection of our signal transmitting equipment. Damar Security Systems provides a system service agreement on the equipment that we supply and install and this means that except for intentional damage beyond our control, there is no charge for any repairs necessary to keep your fire suppression sprinkler system monitoring connection in proper operating order. Please note that our system service agreement does not apply to the initiating devices on your sprinkler riser.

Follow Up Required: Upon receipt of an alarm signal we must notify the responding authority within thirty seconds. If you do not reset your waterflow alarm condition within eight hours we must follow-up and

determine when you will be resetting the system. Upon receipt of a supervisory or trouble signal we will notify you as soon as possible and if you do not remedy a problem within twelve hours we must follow-up with you.

Where necessary, Damar Security Systems can issue a certificate of conformance attesting to the fact the service being provided meets the requirement of CAN/ULC S-561, a National Standard of Canada.

Important Note. The terms, services and procedures contained herein are general in nature and in some cases the service provided or our obligations may be modified per the formal agreement for service.