ALARM
NEW ZEALAND LIMITED

Automatic Fire Alarm Service Provider

Overview of
Automatic Fire Messaging System

FIRELINK
ALARMNZ.COM

V.1.0
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NEW ZEALAND
FIRE
SERVICE
Whakaratonga Iwi
Approved
AFASP

ALARM
NEW ZEALAND LIMITED

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Version	Check by	Notes
1.0	Neville Clifton	1st version

1. Introduction

Alarm New Zealand Ltd is a fully accredited grade B1 Alarm Monitoring Centre recognized for its quality data management and service excellence. As a means to enhance quality and service the purpose of this document is to provide clear information on the messaging system provided by Alarm NZ for its customers and their fire service companies.

The Alarm NZ Monitoring Centre is registered under NZSA see http://www.security.org.nz and NZFS see http://www.fire.org.nz

If you are a fire equipment service provider or customer/ building contact and require messaging of fire events from your building, contact the Alarm NZ 24Hours Helpdesk on 09 3030303 or email helpdesk@alarmnz.com.

2. ALARM NZ Messaging System/s

Alarm NZ is able to message alarm alerts in various network protocols, including SMS, Email, Telecom-paging, TCP/IP and UDP over broadband. The Alarm NZ server management system (ALARMSWITCH) is able to customize messaging for the customer and/or Fire Service Agent. Below is a simple schematic illustrating messaging channels.

Figure 2.1

Example Of Broadband NAD used to monitor a NZ4512 Fire Alarm System with Sprinkler
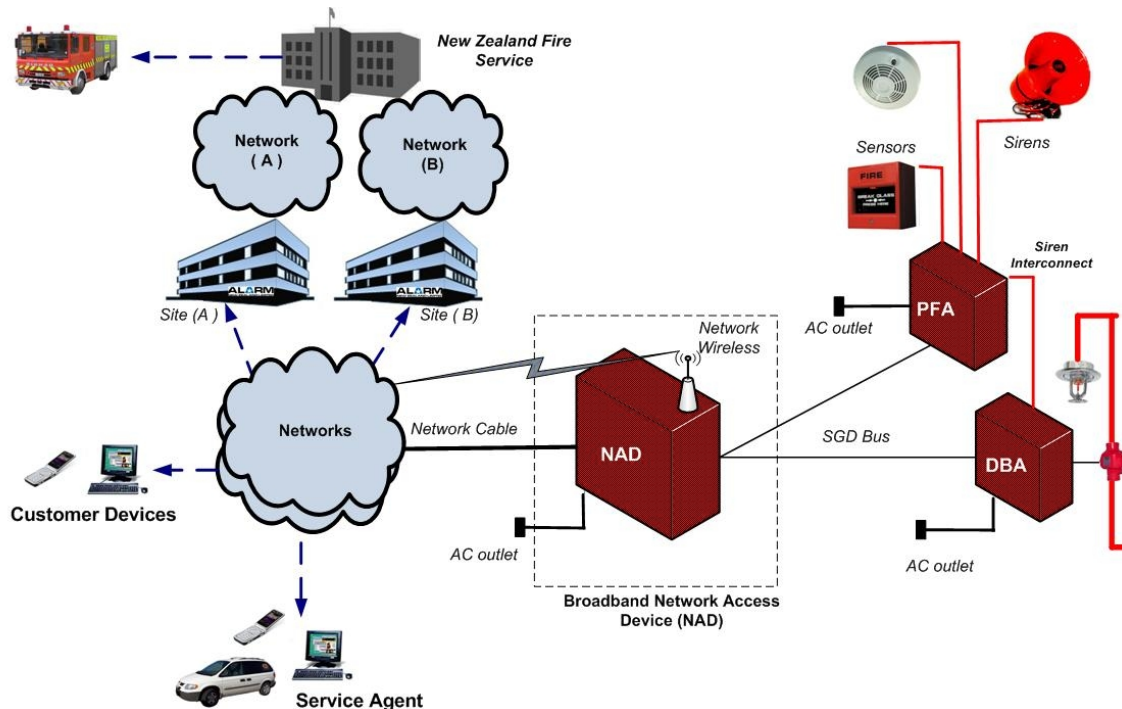
3. Signals from Fire Panel / Sprinkler

Signals that are sent from Fire panels and/or Sprinkler Systems as transmitted by the Fire Panel signal generating device (SGD)
NOTE: These signals reflect the exact condition of the fire panel as shown on the mimic panel.

Signal from Fire Panel	Notes
<NORMAL>	When the system is in a "Normal State"
<FIRE>	When the system has activated (Fire Alarm)
<DEFECT>	When the system is in "Defect" (A Fault exists)
<FIRE DEFECT>	When the system is in Alarm and has a Fault condition at the same time (if sprinkler pressure has been lost which happens when in Alarm)
<ISOLATE>	When the system has been switched into an "isolate" mode this will prevent all signals from being sent to the brigade
<TEST>	When the system has been switched into "Test" Mode
<TEST FIRE>	When the system has had a successful "Fire Alarm test"
<TEST DEFECT>	When the system has been placed into "defect" whilst in "Test"
<TEST FIRE DEFECT>	When the system has been placed into "Fire defect" whilst in "Test Mode"
<TEST ISOLATE>	When the system has been placed in "Isolate" whilst in "Test" Mode

4. Optional Signals from Network Access Device (NAD)

The Network Access Device (NAD) is a high tech yet versatile device that has the capability to be "tailored" to the customers needs. Below is a simple list of the signals that are currently messaged.

Signal from NAD	Notes
<SGD COMMS FAULT>	Adds SGD number
<PUMP RUNNING>	* Sprinkler Pump Running
<PUMP START FAIL>	* Sprinkler Pump Fail
<PUMP LOW BATT>	* Sprinkler Pump Low Battery
<PUMP CHARGE FAIL>	* Sprinkler Pump Charge Fail
<LOW WATER LEVEL>	* Low Water Level in Water Tank
<SUPPLY PRESSURE LOW>	* Mains Water Pressure Low from street
<AUXILIARY ALARM>	* Any sort of Auxiliary Alarm such as power fail to electric pump

* Optional signals – Contact the Alarm NZ Helpdesk if you want to utilize these additional inputs

5. Signals from ALARMNZ

A set of instructions can be implemented in ALARMSWITCH to create cross checks and/or reminders. Below are typical types

Signal from ALARMNZ	Notes
<Test Fail>	No "Test Fire" or "Test Fire Defect" was sent from the Fire System
Record Not Tested	Fire System has missed its monthly testing , set at 45 days
Isolate too Long	Fire system in Isolate for longer than 10 hours
Defect too Long	Fire system still in Defect mode for longer than 4 hours
Runaway	Too many Defects or Alarms

6. Messaging for Fire Equipment Service Agents

6.1 Filtering Messages for Fire Equipment Service Agents

Most small to medium sized Fire Service agent companies do not require filtering and request all messages to be sent. However those larger Fire Service agent companies that require filtering, Alarm NZ is able to filter or "separate out" messaging to Service agent **Divisions**, **Departments** and/or individual service agent/**Staff**. Finally messages can be separated into Suburbs where larger Service agent companies have staff allocated to specific parts of a city.

Divisions - Most Fire Service agent companies have separate **Alarms or Sprinkler** divisions with separate Service, Testing and Callout staff.

Departments - e.g. Most Large Fire Service agent companies divisions have departments with separate **Service or Testing** staff and require messages to be separated accordingly. Pleas note:
Service Department includes all Messages but not those that involve <TEST>
Testing Department includes all Messages that involve <TEST>
NOTE: <NORMAL> is not messaged after a <TEST> event

Staff – e.g. Most Fire Service agent companies require messages to be diverted either permanently or on an adhoc basis to   **Managers/Supervisors or Regions**

6.2 Message Formatting for Fire Equipment Service Agents

Service agents can be setup to receive messages via pager, email and/ or txt. Below are examples of the various message alert formats for Fire Service Agents

Pager Messaging

PFA911911 <FIRE>
Jo Bloggs Apartments SPK,
111 Smokey St, Smokeville
12:30:40

Email Messaging

Service Company: Made-Up Fire Company
Your Service Code: PFA911911
Event: <FIRE> Signal from Panel
Area Name: Jo Bloggs Apartments SPK
111 Smokey St Smokeville

Txt Messaging

PFA911911 <FIRE>
Signal from Panel
Jo Bloggs Apartments SPK
111 Smokey St Smokeville Smokeland

7. Messaging for Customers/Building Contacts

7.1 Filtering Messages for Customer/Building Contacts

Most customers or their contact representatives only require the minimum messages to be sent such as <FIRE> or <FIRE DEFECT> however if the customer or contact requires customization from ALARMNZ then please contact our Helpdesk.

7.2 Message Formatting for Customer/Building Contacts

The customer and/or building contacts are messaged in real-time (as occurring onsite). Below are typical examples of email and txt messaging alerts for customers and/or building contacts.

Email Messaging

Event: <FIRE> Signal from Panel
Area: Jo Bloggs Apartments SPK
111 Smokey St Smokeville Smokeland

Txt Messaging
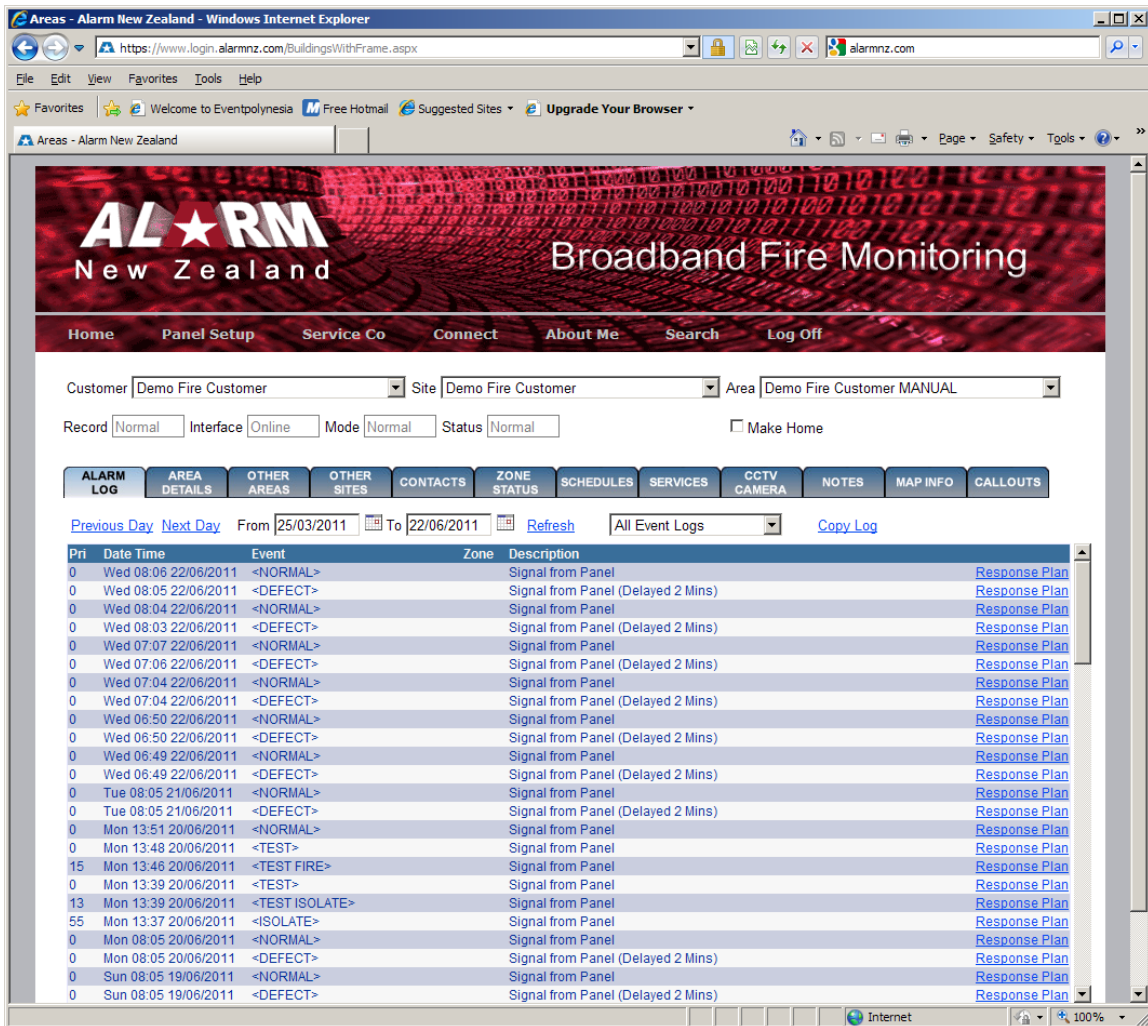
ALARMNZ Message:
<FIRE> Signal from
Panel For Jo Bloggs Apartments SPK

8. Web Access

As an additional support, Alarm NZ provides internet access for its customers and their preferred service companies. This is a great tool to check fire alarm and/or sprinkler event logs and to also ensure all information held by Alarm NZ is up-to-date and accurate. Contact the Alarm NZ 24Hrs Helpdesk for registration today.

8.1 Web Access for Customer/ Building Contacts

Once registration confirmed, simply visit www.alarmnz.com. A great tool for Property and/or Facility Managers.

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8.2 Web Access for Fire Equipment Service Agents

Once registration confirmed, simply visit www.alarmnz.com. A great tool for Service and Testing Managers/ Co-ordinators.

9. Glossary

NAD – Network Access Device – Alarm NZ's Monitoring Unit/Gear
UDP – User Datagram Protocol
TCP/IP – Transmission Control Protocol/ Internet Protocol
SMS – Short Message System
NZSA – New Zealand Security Association
NZFS – New Zealand Fire Service
PFA – Private Fire Alarm
SGD – Signal Generating Device
DBA – Direct Brigade Alarm
AC – Alternating Current (Power supply)
DC – Direct Current (Power Supply)
APSU – Alarm Power Supply Unit
ASD – Alarm Server Device

10. References

NZ4512 Fire Equipment Standard