



Providing excellent service by interacting and pinpointing the needs of our customers & expediting the process so our customers can have resolution and get back to their own schedules.

# SPRING 2018

Visit our website at:  
[www.foothillfireandwire.com](http://www.foothillfireandwire.com)

IN THIS ISSUE:

We hope you have enjoyed our previous newsletters. We will do our best to keep our newsletters relevant to what our customers are wanting to learn. Don't forget to email us regarding topics you would like us to cover. We are listening!

## Fire Sprinklers & Extinguishers

We have been receiving a lot of feedback from many of our clients that, they have not been happy with the service their fire sprinkler and extinguisher contractor has provided or do not even know who their fire sprinkler contractor is.

We are happy to announce that we are now partnering with a fantastic company to take care of all your fire sprinkler and fire extinguisher needs.

California Fire & Safety has been servicing fire sprinklers and fire extinguishers since 2001 and are also an approved vendor through Compliance Depot.

We have been proud to partner with California Fire & Safety over the past 2+ years and it has been a fantastic partnership.

Partnering with California Fire & Safety has added conveniences such as:

- Minimize who you need to call. Calling us and dialing extension 115 will put you directly through to Cal Fire. Or talk to our staff and we will directly transfer you.
- By partnering, we complete inspections simultaneously which minimizes the number of times our tests cause a disturbance for your property each year.
- Quality, ethical and timely service you can depend on consistently.

If you need service to your fire sprinklers or fire extinguishers, please call our office and we can put you in contact with California Fire & Safety.

Or feel free to contact them directly at:  
 Phone: (916)560-8055  
 email at: [office@calfiresafety.com](mailto:office@calfiresafety.com).

## I reset my alarm panel, but why is it still beeping?

There is nothing more annoying than a constant beeping while trying to conduct business. To understand why your fire alarm is beeping you must know how the fire alarm functions.

Every 24 hours our monitoring center and your fire alarm system check in with each other to make sure everything is functioning properly. If the alarm is not working exactly as it should, your panel may begin to beep alerting you that there may be some sort of small issue with your fire alarm.

There is no need to panic when the alarm begins beeping. The system is designed to let you know of all things going on with the fire alarm, even something as simple as a quick loss of power to your property in which case your fire alarm will run on a backup battery.

To silence this beeping, depends on your fire alarm panel's make and model and may be as simple as pressing the button that says, "Silence." Other panels may require you to enter a code to silence. That code should be set at "12341." See our website: <http://www.foothillfireandwire.com/faqs.html> "What do I do when my fire alarm panel is beeping?" link for a diagram of how to silence your fire alarm panel.

Many times our clients silence the panel and then reset only to find that the panel begins beeping again. This is because whatever is causing the panel to beep has not fixed itself



## Fire Sprinklers & Extinguishers

Not happy with your current fire sprinkler and extinguisher contractor. Let us get you in the right hands.

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## I reset my alarm panel, but why is it still beeping?

Learn how to work your system by understanding how it functions.

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## Conducting a fire drill?

Learn the proper way to conduct a fire drill step by step.

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yet. In this situation, silence the panel again, do not press reset and call our office. Reset will only work when the alarm has returned to normal status.

### Conducting a fire drill?

Regularly, locations must conduct a fire drill. During this time, it is important to know the proper steps you must take to complete a proper fire drill and ways to avoid the fire department responding.

1. Locate a fire alarm pull station and notice if there is a spot on it for a key or Allen wrench. If there is, please locate the coordinating key or Allen wrench.
2. Call our monitoring center at (800)497-0496 to place your system on test. Please have your account number or PassCode available before calling. Placing your system on test will let the dispatchers know you are running a fire drill and to not dispatch the fire department.
3. Pull the pull station that you had located earlier. The alarms will then sound.
4. Once the drill is complete, place the pull station in its original resting position. This may take the key or Allen wrench.
5. Some panels may require someone to press the reset button to acknowledge the alarm.
6. Call the monitoring center back and take your system off test. This would also be the time to request alarm signals if you need them for your records.

### Duct smoke detector issues?

Let's start by discussing what a duct smoke detector is.

A duct smoke detector is a smoke detector located within a HVAC unit and is installed by a HVAC contractor. This smoke detector will shut down the HVAC unit upon the detection of smoke within the air conditioning ducts. This function will stop any airflow from spreading smoke to multiple areas of the building through the ducts.

If there is an issue with the duct smoke detector your fire alarm panel will begin beeping and you may receive a call from our monitoring center. This call is a result of the duct smoke detectors being monitored by your fire alarm and our monitoring center 24 hours a day, 7 days a week. When this happens, you will want to make sure you contact your HVAC contractor. They are the company that can diagnose and repair the issue.

Please note that during the winter, central heating systems can push around dust that may have settled causing the duct detector to get dirty. Do not be surprised if you

experience a trouble signal around the beginning of winter when you first turn on your heater.

If your HVAC contractor can still not diagnose the issue with the duct smoke detector, please call us and we can check the connection that monitors the alarm.

### Why work with a certified company?

When it comes to equipment that will help save life and property it is crucial to work with a company that knows exactly what they are doing.

At Foothill Fire & Wire, we are proud to be certified in numerous categories.

First and foremost, each of our installers and technicians are Fire & Life Safety Certified by the State of California to design, install, service and test fire alarm systems.

Every year technology changes. This means that it is important to work with a company that is continually educating its employees on the newest products and fire codes that are available. Continued education is also a large part of being Fire & Life Safety certified.

Secondly, all of our technicians and installers have gone through factory product training by both Honeywell and Potter Signal companies. Receiving this training directly from the manufacturers ensure that our technicians know the ins and outs on every piece of equipment that they work with.

Who better to train our employees than the company that make the actual devices!

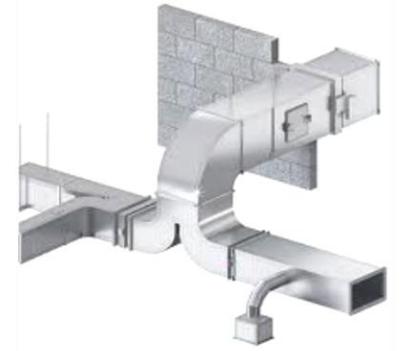
Third, all Foothill Fire & Wire technicians are background checked and finger printed through The Bureau of Security & Investigative Services.

Lastly, both our company and our monitoring center are both certified with the Underwriters Laboratories.

Underwriters Laboratories (UL) is a third party company that verifies products and installation according to the NFPA.

Ensuring that the company you work with, their monitoring center and the equipment they are installing guarantees that a fire alarm system meets all of the expectations of the NFPA.

UL also conducts an annual audit on the accounts we monitor. This ensures we are adhering to requirements for inspections on your fire alarm. We are proud to say, we have passed with flying colors each and every year.



### Duct smoke detector issues?

Learn what to do when you have a duct smoke detector issue.

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### Why work with a certified company?

Learn why it is important to work with a certified company and what certifications we hold.

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### Emma's Corner:

Thinking of changing your phone company for your alarm phone lines? ALWAYS, contact our office first.



### Emma Titus, Company Mascot