ALARM MESSENGER SERVICE FORM
FIRELINK

DEFECT RESPONSE OPTIONS:

- Page /Text on every Defect ☐ Yes ☐ No*

- Send page/text only after defect hasn't restored ☐ Yes* ☐ No
  Within a 10 minute period

- If Fire Alarm sending multiple defects
  causing a runaway alarm, text Agent ☐ Yes* ☐ No
  a "defect in Run away" condition.
  Alarm NZ to place 24hr window on
  the Alarm condition.

ISOLATE RESPONSE OPTIONS:

- Send page/text on isolate if not ☐ Yes * ☐ No

  back to normal within 4 hrs.

Test plus Fire: Alarm NZ will Send page/Text every time to verify successful Test

Test plus Fire plus Defect: Alarm NZ will Send page/Text every time to verify successful Test

Test Fail: Alarm NZ will Send page/Text every time to CONFIRM Failed Test

Alarm New Zealand users a mixture of Paging, Text forwarding, emails and phone calls to forward messages from alarms

Alarm New Zealand envisages there will be no costs forwarded to the Alarm Service Agent,

Fire Alarm Service Agents will, be able to look up history and view signals from there alarms in real time through our Alarm Explorer Web site, contact Alarm New Zealand for the Alarm Explorer form to fill out.

Alarm New Zealand will send page/text to call out or service Agent on every Fire alarm, an email will be sent to the service agents Helpdesk at the same time.
If Alarm is not back to normal within 2 hours Alarm NZ will ring the Call Out Technician for an update, during normal working hours the service manager will be rung for an update.

Phone 09 3063512 for any queries or fax to 09 3020324
Or email it to nathan@alarmnz.com or helpdesk@alarmnz.com