



## Instruction Manual

Congratulations on choosing the VISUALERT All-in-One Alert System for Deaf and Hard of Hearing. This innovative system has been designed to provide you with reliable and comprehensive visual and sensory notifications, ensuring your safety and independence in your home environment. Please read this manual carefully to ensure proper knowledge about each component and use of the VISUALERT system.

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## 1. Introduction:

### Product Overview:

The VISUALERT All-in-One Alert System is a specialized visual and vibrating alert system designed for the Deaf and Hard of Hearing. It provides multiple notification types including smoke alarms, doorbell, baby cry alarm, duress alarm, water running sensor, motion sensors and appliance monitors.

### System Benefits:

- Multiple notification types for a comprehensive alerting solution.
- Reliability ensured through hardwired connections and backup battery.
- Supported by experienced fire engineering professionals based in Australia.
- Waterproof panel design for use in outdoor and wet areas.
- Suitable for use during electrical outages with battery backup solution.
- Vibrating bed shaker provides notification while sleeping.

## 2. Package Contents:

The base package of Visualert All-in-one system, contains the following:

1. VISUALERT Control Panel
  - This is the main control box consisting of our pre-programmed smart relays, fuses and isolation relays.
2. 5 Two-colour LED Light Strips
  - The Two-colour LED light strip consists of two colours: Green and Red. Green LED is for doorbell notification and Red LED is for smoke alarm notification. The colours can vary depending on whether a special colour request was submitted prior to building of the system.
3. Smoke Detectors
  - 2 smoke detectors are included in the base package unless additional orders were requested.
4. Standard Doorbell button
  - Standard doorbell can be replaced by a smart video doorbell or a residential intercom system with LCD.
5. Mute button
  - This button is to mute every notification except smoke alarm and duress alarm. To mute a smoke alarm sound, you can press the Test button on the smoke alarm once and it will mute the sound from the smoke alarm. Please note, for smoke alarms, the Red LEDs will continue flashing for 3 minutes even when the smoke alarm sound is turned off. It will automatically stop after the allocated time.
6. Bed shaker
  - The base system comes with 1 x bed shaker unless additional bed shakers were requested.



### 7. Backup Battery

- System comes with battery back up solution for the system to continue its function even during power outages. When there is a power outage the system will alert you by a siren and by triggering the bed shaker as well as red indicator light on the steel panel. To turn the siren and the bed shaker and red indicator light, you can simply press the Big round button situated underneath the panel.

### 8. Additional items (if requested)

Additional items can include:

- Video doorbell
- Duress alarm
- Baby cry monitor
- Motion sensor
- Water Running sensor
- Appliance monitor
- Additional LEDs, bed shakers, mute button

New alerts can be added at later stage if not ordered with your first package.

## 3. Installation:

### Third party installation

Visualert only takes responsibility in manufacturing and supplying the systems. Installation is not provided by Visualert team. This can be done by any licensed electrician in your area. If you require help in finding a local electrician, please let us know and we are more than happy to help. You can email [hello@visualert.com.au](mailto:hello@visualert.com.au) if you need assistance to find a local electrician. Meanwhile we can also recommend electricians who has already done Visualert installation in your region.

### Installing LED light strips

- Identify suitable locations for LED light strips in different areas of your home.
- Attaching the light strips along the cornice of the ceiling will give a nice appearance to the lights.
- Lights can be installed in any part of your wall. However, some may require conduit if there is no access for the wire to go through the wall and into the ceiling. Your electrician can also recommend the best possible placement for the lights.

### Mounting the Control Panel:

- Choose an easily accessible location inside or outside your house.
- Please keep in mind, in power outages the user will need to press the big mute button attached beneath the panel to turn the siren and notifications off. So we recommend placing the control panel in an easily accessible area making it easy for



the user. If not possible, we can supply additional mute button which can be installed separately.

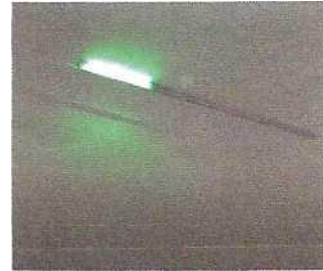
#### 4. User Operation – Testing instruction

- **WEEKLY TEST**

1. Doorbell Test
2. Duress Alarm Test
3. Mute Button Test
4. Baby Cry Alarm Test

1. Doorbell test

- a. Press doorbell
- b. Check the light



2. Duress alarm test

- a. Press duress button
- b. Check the light



3. Mute button test

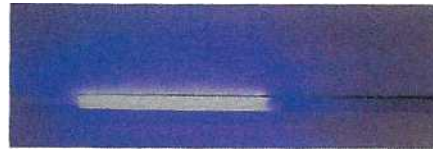
- a. Press doorbell or duress button
- b. When light flash, press mute button
- c. Wait 3 minutes
- d. Press doorbell or duress button again





#### 4. Baby cry alarm test

- a. Clap 2 metres away from device
- b. Check the light
- c. Feel vibration



#### Note:

- Baby cry alarm has separate mute button & once pressed the lights wont reset for 10 minutes
- Check bed shaker for every test above

#### Monthly test

##### 1. Smoke Detector Test

- a. Press test button for 12-20 seconds
- b. Check the red light



PLEASE NOTE: Smoke alarm does not have a MUTE option due to safety measures added. The test button on the smoke alarm will silence the alarm but the LED lights will continue flashing for 3 Minutes then will stop flashing automatically.

We recommend doing weekly test on your smoke alarms too for extra safety.

#### Yearly test

- Battery power test
1. Turn off main power at power board
  2. Check the red indicator light on the panel
  3. Press big blue button located beneath the panel to turn off siren and the red indicator.





4. If red indicator did not flash it shows the battery is not charged or is not functioning.

The system is designed to alert you when the battery is about to drain fully. All your LEDs will turn ON simultaneously indicating the battery is about to drain fully and will require charging. Once the main house power is back on, the battery will get charged up again.

## 5. Maintenance and Troubleshooting:

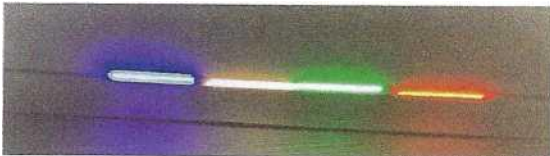
### Cleaning and Care:

- LED lights

Periodically clean the LED light strips and around control panel to ensure optimal performance.
- Smoke alarms
  1. Every 3 months, Vacuum each smoke alarm thoroughly using the crevice tool attachment to clear any loose contaminants from inside the unit.
  2. Spray insect repellent on a cloth and wipe the ceiling around the smoke alarm. Never spray insect repellent directly at a smoke alarm as that will trigger an alarm.
  3. Once you've completed each clean, be sure to re-test the smoke alarm to ensure it is operational.

### System Malfunctions and Solutions:

1. Internal fault



If all lights are on simultaneously, it shows the system is not working properly. You can turn these lights off by carefully pulling out the two wires connected to the battery.

You may call/SMS our technical support number 0411860323 or email [support@assistivetechs.com](mailto:support@assistivetechs.com)

**Please note :** We always recommend to get an experienced personnel or a local electrician to access the panel using the key provided due to safety precautions in place.





2. Smoke alarm triggering without any smoke

**Follow 3 steps:**

**Step 1. Check for Fire**

If there's a fire present, evacuate the residence immediately and call 000 from safety.

If there is no fire, proceed to Step 2.

**Step 2. Find initiating smoke alarm with flashing RED light**

Identify the initiating smoke alarm by locating the unit with the flashing RED light.

For interconnected smoke alarms, finding the initiating unit is the key to silencing all other smoke alarms in the property.

**Step 3. Press HUSH button on initiating alarm to silence ALL smoke alarms**

Press and hold the HUSH button for 3 seconds on the initiating smoke alarm with the flashing RED light.

Pressing HUSH on the initiating alarm will silence all other interconnected units, so you can then find what caused the alarm.

**Next steps**

Hush mode will silence the smoke alarms for a period of 9 minutes. If the alarm's sensor is still detecting particles after the Hush period ends, the alarms will initiate again. You can keep using the Hush function until contaminants have cleared the air. Dense smoke will always override Hush mode, so you can still be alerted to an emergency, even during Hush mode.

3. Back up Battery Malfunction

If the system does not function during a power outage, this means the battery has gone faulty. We recommend purchasing a battery and replacing the faulty one. We also recommend battery replacement every 2 years.

**6. Moving or Transferring the System:**

**Dismantling and Reinstallation:**

All the components of Visualert can be removed and reinstalled. When a part is damaged during removal and reinstallation, it will not be replaced under warranty. Additional parts can be purchased to replace the damaged parts.



## 7. Warranty Information:

Warranty is provided in 3 sections:

- 1-year complete manufacturer's warranty (All repair/replacement costs covered)
- Up to 3 years individual parts warranty (see warranty of individual components below)
- 5 Years warranty on smoke detectors

Please see our warranty on individual parts below:

Steel Panel (3 years), Blue Mute Button (3 years), Warning siren (1 year), Glands (3 years), Ducting & din rail (3 years), Building wire (3 years), Power supply (1 year), Terminals & Earth terminals (3 years), pole relay bases (3 years), pole relays (2 year), Fuses (No Warranty), Isolation relay (2 years), Smoke Detectors (5 years), Vibrator Pad (1 year), LED lights (1 year), Strobe light (1 year), Flood lights (1 year), PLC (3 years), Standard Doorbell (1 year), Smart Doorbell (1 year), Smart Doorbell components (1 year), Baby Cry box (1 year), Duress remote (1 year), Duress wall button (3 years), Panel Battery Back-up (1 year), CO alarm (3 years), Appliance sensor (3 years), Motion sensor (6 months) as these depend on street power, Standard mute button (1 year).

## 8. Product Compliance

Visualert™ uses new PSA Products Lifesaver smoke alarms that are tested and approved to AS:3786:2014

Visualert™ is a registered product under ACMA & EESS and is also built in compliance to the following Australian Standards:

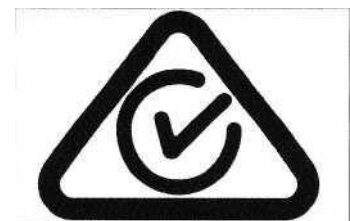
- a) AS 1670.1:2018 'Fire detection, warning, control and intercom systems - System design, installation and commissioning, Part 1: Fire;'
- b) AS 1603.11:2018 –'Automatic fire detection and alarm systems, Part 11: Visual warning devices;'
- c) AS 1603.17:2020 'Automatic fire detection and alarm systems-Warning equipment for people with hearing impairment.'

For any further assistance, please email respective team below:

General enquiries: [sibi@visualert.com.au](mailto:sibi@visualert.com.au) or Call/SMS 0411860323

Technical faults : [support@assistivetechs.com](mailto:support@assistivetechs.com)

Thank you for choosing the VISUALERT All-in-One Alert System. Your safety and independence are our top priorities.



Manufactured by  
Responsible Supplier under  
ACMA and EESS schemes