

Alarm monitoring

A backflow device that is monitored by an alarm company has a red box that the alarm company has attached to the gate valve on the backflow device.

A motion detector arm is attached to a microswitch inside the red box and the arm extends out of the red box and onto the gate valve stem.



1: The arm rests in a groove on the gate valve stem when the gate valve is open.

2: When the gate valve is closed, the stem goes down and the arm slides out of the groove, sending a "Supervisory Code" to the monitoring station.

3: When testing is done and the gate valve is opened again, the arm will rest back in the groove, and the "Supervisory Code" will cancel.

Extra steps that I take:

To insure that the monitoring hardware is in the original position after closing and opening the gate valve, I listen to the microswitch as it clicks inside the red box.

Step #1: Before closing the gate valve, I move the motion detector arm out of the groove with my finger. I am able to hear the microswitch click. It usually clicks one or two clicks.



Step #2: After I'm done testing and I have opened the gate valve and the motion detector arm is back in the groove, I repeat the procedure to insure that I can hear the same number of clicks that I did in Step #1.

IF THE SUPERVISORY CODE WILL NOT CANCEL:

If the "Supervisory Code" will not clear, then the problem is a hardware or software issue*, which needs the attention of your alarm company. *NOTE: Some alarm systems require you to reset your system on the control panel inside your building. Follow your alarm companies instructions for the proper procedure.

The "Supervisory Code" is simply telling you the location of the problem. So, a "Supervisory Code" is not telling you that there is a problem with the backflow device. It is telling you that there is a problem with the monitoring equipment (the red box) that is attached to the backflow device.

Other than making sure that the motion detector arm is back in the groove and that the microswitch clicks the same number of clicks both before and after testing, your backflow tester is neither trained nor authorized to make any adjustments or repairs to the alarm monitoring hardware and you will need to contact your alarm company to take care of clearing the "Supervisory Code".