



FIRE ALARM SYSTEM USER GUIDE

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1. Introduction to Fire Alarm Safety

Fire alarm systems are designed to detect and alert occupants of the presence of smoke, fire, heat, or other emergencies. They are an essential part of building safety and compliance with local fire codes and NFPA 72. This guide provides essential user information for proper understanding, maintenance, and response procedures.

2. System Overview

A fire alarm system continuously monitors your facility for abnormal conditions and provides audible and visual alerts. Most systems include:

- Fire Alarm Control Panel (FACP) – Central unit monitoring all devices.
- Initiating Devices – Smoke detectors, heat detectors, pull stations, waterflow and tamper switches.
- Notification Appliances – Horns, strobes, and speakers for occupant alerting.
- Power Supply – Primary (AC) and standby (battery) power sources.
- Monitoring Connection – Optional communication to a 24-hour central monitoring station.

3. Alarms & Indicators

The system uses lights, text, and sounds to communicate conditions:

- ALARM – Immediate evacuation required; call 911.
- SUPERVISORY – Equipment or valve in abnormal state; service required.
- TROUBLE – System fault, wiring, or power issue; contact service.
- SILENCED – Audible devices off, condition still active until cleared.

Always treat alarms as real until verified safe by fire officials.

4. What To Do in Case of an Alarm

- Evacuate the building immediately when horns and strobes activate.
- Do not use elevators during a fire alarm.
- Call 911 from a safe location.
- Do not re-enter until the fire department gives clearance.
- For supervisory or trouble signals, contact Global Systems United for service.

5. Using the System

The control panel display shows real-time system conditions. Common functions include:

- Viewing active alarms or troubles.
- Silencing audible alarms after evacuation.
- Resetting the system only after confirming conditions are safe.

Only authorized personnel should operate or reset the system.

6. Maintenance & Support

Fire alarm systems must be inspected and tested at regular intervals per NFPA 72 and local codes:

- Weekly/Monthly – Visual inspection for damage or obstruction.
- Semiannual – Battery and function testing.
- Annual – Full system test by a certified technician.

If your system shows a TROUBLE or SUPERVISORY condition, submit a service request immediately:

<https://globalsystemsunited.com/service-request>

Global Systems United will contact you annually when your inspection is due and can schedule service as needed.

7. Warranty Claim Information

To submit a warranty claim, complete the online form:

<https://globalsystemsunited.com/warranty-claim>

If the issue is within the original warranty period defined in your contract, Global Systems United will cover repair or replacement of the affected device or system component, provided a technician confirms the cause is related to product or installation workmanship.

Issues caused by third-party interference, environmental damage, unauthorized modification, or normal wear are excluded. All invoices on the customer's account must be current for warranty coverage to apply.

8. Contact & Emergency Information

For emergencies involving life safety, call 911 immediately.

For service requests:

<https://globalsystemsunited.com/service-request>

For warranty claims:

<https://globalsystemsunited.com/warranty-claim>

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