Purpose: Identify the actions to be taken by fire officers and acting fire company officers when dispatched to potential malfunctions of radio boxes. Examples of potential radio box malfunctions include:

- Late Test
- Low Battery
- A/C Fail
- Zone in Alarm
- Zone in Trouble
- Trouble (Transmit Failure)

LATE TEST

When dispatched for a reported radio box **LATE TEST** the fire officer shall investigate potential cause. This may include but is not limited to the following actions:

- Visually observe condition of radio box antenna on exterior of building
- Open radio box and observe/confirm the following:
    - AC power
    - No Zone(s) in trouble
- Standby for tilt indication
    - An audible alarm should indicate radio signal sent to fire alarm
    - If the FAO acknowledges receipt of tilt, radio box can be secured
    - If the FAO does not receive any signal from the radio box:
        - Proceed to manually test the radio box utilizing the “test” button on the face of the box
        - If the FAO receives the test, the radio box can be secured
        - If the FAO does not receive the test:
            - Notify Deputy Fire Chief and/or Fire Marshal*

LOW BATTERY ALARM

When dispatched for a reported **LOW BATTERY ALARM** the fire officer shall investigate potential causes for the alarm. This shall include but is not limited to the following actions:

- Confirmation of low battery
- Notify appropriate party(s) of the situation. This may include:
    - On-Site Representative(s)
    - After-Hours Designated Contact (via land-line by FAO)
        - In the event proper notification cannot be made the FAO shall advise:
            - Deputy Fire Chief and/or
            - Fire Marshal*
- Issuance of NKFD Violation Notice
    - It is imperative that the Fire Marshal's office receive Violation Notices after issuance. It is the company officer's responsibility to ensure the Fire Marshal's office receives these notices in timely fashion.

A/C FAIL ALARM

When dispatched for a reported **A/C FAIL ALARM** the fire officer shall investigate potential causes for the alarm. This shall include but is not limited to the following actions:

- Confirmation of AC Failure
- Attempt to ascertain the cause of AC Failure
    - Do not attempt to resolve AC Failure
        - Reset breaker, replace fuses, check wiring, etc.
- Notify appropriate party(s) of the situation. This may include:
    - On-Site Representative(s)
    - After-Hours Designated Contact (via land-line by FAO)

        - In the event proper notification cannot be made the FAO shall advise:
            - Deputy Fire Chief and/or
            - Fire Marshal*
- Issuance of NKFD Violation Notice
    - It is imperative that the Fire Marshal's office receive Violation Notices after issuance. It is ultimately the company officer's responsibility to ensure the Fire Marshal's office receives these notices in timely fashion.

ZONE IN ALARM / TROUBLE

When dispatched for a reported **ZONE IN ALARM / TROUBLE** the fire officer shall investigate potential causes for the alarm. This shall include but is not limited to the following actions:

- Confirmation of trouble zone(s)
    - Investigate the area of alarm to ensure no emergent conditions are present.
        - Conduct this investigation even if previous company(s) have made similar investigations in the past.
- Do not attempt to restore fire alarm panel or rectify the trouble.
- Notify appropriate party(s) of the situation. This may include:
    - On-Site Representative(s)
    - After-Hours Designated Contact (via land-line by FAO)
        - In the event proper notification cannot be made the FAO shall advise:
            - Deputy Fire Chief and/or
            - Fire Marshal*
- Issuance of NKFD Violation Notice
    - It is imperative that the Fire Marshal's office receive Violation Notices after issuance. It is ultimately the company officer's responsibility to ensure the Fire Marshal's office receives these notices in timely fashion.

TROUBLE ALARM (Transmit Failure)

When dispatched for a reported **TROUBLE ALARM** the fire officer shall investigate potential causes for the alarm. This may include but is not limited to the following actions:

- Confirmation of trouble
- In the event the radio box is in transmit failure
    - Attempt to reset transmit failure per procedures set forth by the fire marshal's office.
    - If the radio box returns to normal transmit function, no further on-scene action required, however a follow-up notification, of the alarm (date, alarm number, and outcome) should be made to the fire marshal's office via voicemail or email.
    - If the radio box does not return to normal transmit function immediately notify the Fire Marshal's office and/or the Deputy Fire Chief.

*Do not contact Fire Marshal while off-duty, absent approval from the Deputy Fire Chief.