



Smoke and heat alarm Information

Repair Service

For general advice:

Tel 0117 922 2200 (option 1)

www.bristol.gov.uk/report-housing-repair



Smoke and heat

This factsheet gives you some basic information on how to use and maintain your smoke detector.



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What does a smoke detector do?

Smoke alarms save lives. Your smoke detector is designed to provide an early warning of any fire in your home. The detector monitors the air, making a continuous beeping sound when it senses any smoke.

All of our individual properties should be fitted with smoke detectors, one on each level.

If your home does not have a smoke detector or your smoke detector is out of date please contact the Customer Services Centre on **0117 922 2200** or visit the Customer Services Point, Temple Street.



About your smoke detector

The smoke detector fitted in your home will be either battery operated or connected to the mains with a battery back-up.

We are replacing all smoke detectors every 10 years, in line with manufacturers recommendations.

If we find no smoke detectors, in your property, we will fit battery operated units that come with a 10 year life battery. However, if you already have mains powered units we will replace these with a 'like-for-like' unit that also has a 10 year life battery as back-up.

Should your property be due for a re-wire, we will fit a mains powered units (with a 10 year life battery as back-up) at the same time.

- Battery detectors have a non-replaceable 10 year battery.
- Mains detectors have a non-replaceable 10 year battery.

Testing your smoke detector

Smoke/Heat detectors can only save lives if they are working. They can give you vital extra seconds to escape a fire. It is crucial to test them and report any faults.

Test monthly and After prolonged absence from the dwelling (e.g. after holiday period).

1. Check that the green LED power indicator is on continuously.
2. Check also that there are no faults i.e. NO green, yellow or red LED flashing (if this is the case please see indicator summary table).
3. Press the test/hush button for up to 10 seconds and ensure that the Alarm sounds. This tests the sensor, electronics and sounder are working. The Alarm will stop when the button is released. Pressing the test/hush button simulates the effect of smoke and/or heat and therefore is the best way to ensure the Alarm is operating correctly. (Refer to indicator summary table if you see Red or Yellow LED flashes).
4. Interconnected Alarms only - Test the first unit by pressing the test/hush button for 10 seconds. All the Alarms should sound within 10 seconds of the first alarm sounding. After releasing the test/hush button, the local alarm will stop sounding immediately and the interconnected Alarms will be heard sounding in the distance for a further 3-4 seconds. This feature gives an audible verification that the interconnection is OK. Check all the other Alarms in the same way.

If you have one of our new smoke detectors they should last the ten years until we replace the whole unit again. However, if you still have the old unit(s) please contact us to replace them for 10-year battery type.

If your detector starts to bleep once a minute, please contact repairs to replace your smoke/heat detector.

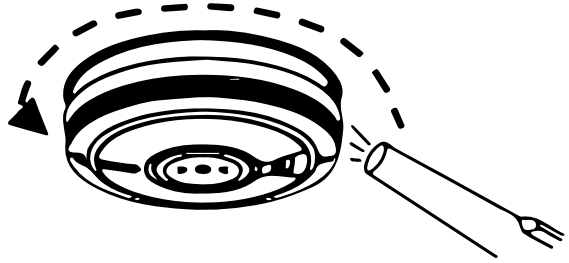


Cleaning your alarm

Clean your Alarm regularly. In dusty areas it maybe necessary to clean the Alarm more frequently.

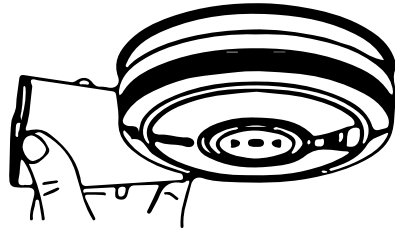
1. Vacuum

Vacuum around the side vents to clean



2. Wipe

Clean the Alarm with a clean damp cloth and dry thoroughly



Use the narrow nozzle attachment of your vacuum cleaner to remove dust, insects and cobwebs from the sides and cover slots where the airflow enters. Clean the outside cover by occasionally wiping with a clean damp cloth then dry thoroughly with a lint free cloth. Do not use any cleaning agents, bleaches, detergents or polishes, including those in aerosol cans.

False alarms

The smoke detector may go off because of cooking fumes or a build-up of dust. Do not remove the battery or turn off the power as you won't be protected. Instead, open doors and windows and turn on extractor fans. This will clear the air in a few minutes. The alarm will stop once the air is clear.

What your smoke detector does not do

Your detector will not warn you about potentially dangerous events like gas leaks, overloaded electrics or children playing with matches.

Your detector will not work if it is covered over or sealed by paint.

Smoke detectors are not a substitute for fire insurance. You need to take out your own household contents insurance by making your own arrangements or applying for home contents insurance through Bristol City Council. We offer a special scheme arranged by Aon, through Aviva. This scheme is open to all Bristol City Council tenants and leaseholders. For more information you can contact us by:

- phone Thistle Tenant Risks on **0345 450 7286**
- visiting our **Customer Service Point**.
- visiting our website at **www.bristol.gov.uk/homecontentsinsurance**

Further information on fire safety

For further information, on fire safety in your home, please ask for our factsheet on 'Fire Safety'. You can obtain this by:

- calling our Citizen Service Centre on **0117 922 2200**
- visiting our **Citizen Service Point**
- visiting our website at **www.bristol.gov.uk/firesafety**

Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its' customers and welcomes your feedback. You can do this by submitting a complaint, comment or compliment, about the services you have received.

If you wish to do this you can complete our online form at www.bristol.gov.uk/faircomment. You can also obtain a Fair Comment leaflet from any Customer Service Point or by contacting our Customer Services Centre.

How to contact us

If you need to contact the Repairs and Maintenance Service details are set out below.

General enquiries:

0117 922 2200 (option 1)
Textphone: **0117 922 3892**
www.bristol.gov.uk/residents/housing/council-tenants/repairs-and-maintenance/report-a-repair

Out of hours emergencies:

Tel: **0117 922 2050**
Textphone: **0117 9223892**
Fax: **0117 922 2379**

If you would like to see someone in person you can visit our Citizen Service Point:

Location: **100 Temple Street, Bristol, BS1 6AG**

Opening hours:

Monday to Friday - 9am to 5pm, except Wednesday - 10am to 5pm

The Citizen Service Point is closed on all bank holidays.

Telephone interpreters:

If English isn't your first language, you can get help from an interpreter over the phone, who can answer your queries in your own language. Speak to staff at the Citizen Service Point for more information.

If you need a British Sign Language interpreter, speak to staff at the Citizen Service Point.

Translations

If English is not your first language and you need a translation, we can get one for you.

Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Gujarati

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

Hindi

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

Kurdish

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

Arabic

"إذا لم تكن اللغة الانجليزية هي لغتك الأم ونحتاج الحصوص ل على خدمة الترجمة ، فإننا نستطيع توفير هذا الأمر لك"

Bulgarian

„Ако английският не е Ваш роден език и се нуждаете от превод, ние можем да Ви го подsigurим.“

Pushto

که انگلیسی ستاسې مورنۍ ژبه ده او تاسې ترجمې ته ضرورت لرئ. موږ کولای شو چې دا تاسې ته ترجمه کړو"

Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Somali

Haddii Ingiriisku aantu ahayn alkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karta.

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فریب کر سکتے ہیں۔

Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

Mandarin

“如果英语不是你的第一语言，而且你需要一份翻译件，我们可以给你提供一份。”

Cantonese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

Documents available in other formats:

You can request alternative formats of this document by contacting: accessible.repairs@bristol.gov.uk