



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

# Fire Alarm Response Policy

## **Purpose**

Sets forth a policy to outline the protocol for responding to trouble, supervisory, pre-alarm, and fire alarms on campus.

## **To Whom Does the Policy Apply**

Ramapo College Office of Public Safety

## **Related Documents**

- New Jersey Fire Code
- NFPA 72 - National Fire Alarm and Signaling Code (Chapters 10 & 26 attached)
- <https://www.ramapo.edu/ehs/fire-safety/>

## **Contacts**

College Fire Marshal (201).684.6252

## **Enforcement of Policy**

The policy will be implemented by the College Fire Marshal. The Division of Fire Safety will enforce applicable provisions of the New Jersey State Fire Code.

## **Background**

1. The New Jersey Division of Fire Safety is the Authority Having Jurisdiction (AHJ) over all New Jersey State Colleges and Universities.
2. All fire alarm systems on campus shall be inspected, tested, and maintained in compliance with NFPA 72 – National Fire Alarm and Signaling Code.
3. As defined in NFPA 72, Public Safety is considered a Proprietary Supervising Station for the campus fire alarm systems.

## **Types of Alarms:**

1. Trouble Alarm
2. Supervisory Alarm
3. Pre-Alarm
4. Fire Alarm

## **Trouble Alarm Signal:**

A trouble alarm signal is typically designated by a yellow light on the panel and means that there is an operational issue with the buildings fire alarm system. The panel may indicate the kind of problem and where it is located. Trouble alarms are typically non-emergent in nature and may



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

generate a work order for follow up and repairs during normal business hours. Causes may include:

- Power may have been interrupted to the alarm system triggering a fault condition.
- If the fire alarm backup batteries have not been changed in the last 3 to 5 years, they may be below the required capacity.
- If the phone lines or campus network go down, the system may not be able to transmit or receive periodic test signals. This also means that the signal may not be able to transmit out in the event of an emergency.
- A bare wire could be touching something in a junction box or a wire could have been cut or loosened, causing a ground fault.
- Fire alarm devices may have malfunctioned or reached end of life and may be signaling that maintenance is required to have them replaced.
- Alerts such as the following do not typically require an emergency response.
  - Telco Fault
  - Gateway Fault
  - Maintenance Urgent (000%)
  - Maintenance Alert (000%)
  - AC Fail
  - Communication Failure
  - Fail to Communicate
  - Invalid Response
  - Did Not Receive a Response
  - Open Circuit
  - Sensor Trouble

### **Supervisory Alarm Signal:**

- Bedrooms in Laurel Hall will transmit alarm conditions to Public Safety as SUPERVISORY ALARMS (they will not transmit as Pre-Alarms or Fire Alarms). The detector sounder base will activate alerting the occupant to an alarm condition. Public Safety is to respond to these events in the same fashion that officers would have previously responded to a pre-alarm condition. In the event of a fire, a sprinkler head will activate causing a fire alarm activation of the water flow switch. The living room common area heat detectors, corridor/hallway smoke detectors, laundry rooms, mechanical rooms, and storage rooms will continue to transmit pre-alarms and fire alarms. *N.J.A.C. 5:70-3, 907.2.9.3*
- A valve may have been closed, either to perform necessary repairs or with malicious intent.
- A dry-sprinkler system may be losing air, causing a signal from a low-pressure switch. Sometimes a small hole in the pipe can allow air to escape and will not permit the compressor to meet the demands of the system.
- There may be a low temperature detected in an area housing fire protection system equipment.
- A duct detector may be activated when air conditioning or heating systems are been turned on for the first time for the season. High humidity and condensation from air conditioning and dust on heating coils can also cause an alarm.
- Alerts such as the following do not typically involve the fire protection systems:



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: firecom@ramapo.edu  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

- Security Alarm
- Supervisory Alarm – Mechanical Room Doors
- Supervisory Alarm – Generator Running
- Supervisory Alarm – Water Detect

### Pre-Alarm Signal:

Pre-Alarm signals will show a red light on the panel and means that there is early warning of incipient fires or potential fire conditions that require immediate attention.

- These signals are mostly used in areas where false alarms are a common problem such as kitchens and outside residence hall bathrooms.
- The pre-alarm signal will activate when only one device has tripped. Multiple head activations will cause a fire alarm signal to transmit.
- The pre-alarm signal will activate when an addressable smoke detector registers low levels of smoke in the detection chamber, but not enough to trigger a full alarm. This sensitivity is adjustable.
- The very slow build-up of apparent smoke density seen by a sensor can cause a pre-alarm condition to be triggered prior to the situation becoming serious enough to warrant a full alarm.
- The buildup of airborne dust particles in a detector may mimic the appearance of smoke. Over time the concentration of dust can increase to a point where it can cause the detector to falsely trigger an alarm condition.
- A pre-alarm signal will only sound locally at the activated detector and will latch until the system is reset - even if the detector sensitivity drops below the programmed action level.

### Fire Alarm Signal:

Fire Alarm signals will show a red light on the panel and means that there is a potential emergency that requires immediate attention. Causes may include:

- False alarms may be triggered by overcooked food, steam from a shower, heat from a blow drier, or aerosol sprays used in close proximity to a detector.
- If the delay mechanism on a waterflow switch is not properly set, it could trigger a false alarm when a surge of water flows through it.

## Procedure

### Trouble and Supervisory Alarm Response:

1. Upon receipt of a trouble or supervisory alarm signal, the Public Safety Officer monitoring the desk will advise the sector mobile unit of the alarm condition with the location. Public Safety shall determine internal procedures and protocol for Public Safety Officers responding to trouble and supervisory alarm conditions.
2. Public Safety shall check the building fire alarm control panel and the area of the alarm to ensure there are no hazards present. **Note that supervisory alarms may signify a smoke condition in a sleeping unit or other serious impairment of a fire protection system, such as a tamper alarm signaling a closed valve supplying a sprinkler system, and therefore should be investigated thoroughly.**



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: firecom@ramapo.edu  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

3. If the alarm condition requires the response of Facilities (such as a low temperature alarm, leak in the domestic water system, or other building system malfunction), Public Safety will make the appropriate notification to the Facilities Service Desk or on call staff.
4. If Public Safety believes that United Fire is needed to make an emergency response, Public Safety shall confer with the College Fire Marshal before calling for service. The Fire Marshal will give final approval to contact United Fire. If unable to reach the Fire Marshal after several attempts, the Tour Commander can make the determination if the situation constitutes a severe condition requiring an emergency call out for United Fire. Examples of true emergencies could include activated sprinkler heads flowing water, activated audible alarms (horns/strobes) that will not silence, or an impaired alarm system in an occupied residence halls.
5. When requested, United Fire will dispatch a technician to investigate and service the systems as needed.
6. Public Safety shall document the cause for the trouble or supervisory, if determined, or note that the cause was unable to be identified.
7. Public Safety shall send notification of the trouble or supervisory alarm to the College Fire Marshal via the Web Help Desk platform.

### **Pre-Alarm Response:**

1. Upon receipt of a pre-alarm signal, the Public Safety Officer monitoring the desk will advise all mobile units of the alarm condition with the location. Public Safety shall determine internal procedures and protocol for Public Safety Officers responding to pre-alarms, fire alarms, smoke conditions, or other hazardous conditions on campus.
2. Between the hours of 8:30AM and 4:30PM Monday through Friday (Thursday during the summer), Public Safety shall then contact the College Fire Marshal via cell phone, if not already responding on radio.
3. If safe to do so, Public Safety will attempt to locate the source of the alarm and ensure that all occupants have safely evacuated from the building or affected area.
4. Should the pre-alarm turn into a full fire alarm, Public Safety shall immediately broadcast the upgraded fire alarm signal to the responding Public Safety officers. Public Safety shall then immediately re-transmit the full fire alarm signal without any delay to the public communication center located at Mahwah Police Department. **THEN FOLLOW FIRE ALARM RESPONSE PROCEDURE**
5. Public Safety shall attempt to control any conditions that may further impact the fire protection systems (such as an unintentional activated sprinkler head).
6. If the alarm condition requires the response of Facilities (such as a leak or other building system malfunction), Public Safety will make the appropriate notification to the Facilities Service Desk or on call staff.
7. When the cause of the activation has been determined and controlled, Public Safety will attempt to reset the alarm.
8. If Public Safety believes that United Fire is needed to make an emergency response, Public Safety shall confer with the College Fire Marshal before calling for service. The Fire Marshal will give final approval to contact United Fire. If unable to reach the Fire Marshal after several attempts, the Tour Commander can make the determination if the situation constitutes a severe condition requiring an emergency call out for United Fire. Examples of true emergencies could include activated sprinkler heads flowing water, activated audibles (horns/strobes) that will not silence, or completely impaired alarm systems in occupied residence halls.
9. When requested, United Fire will dispatch a technician to investigate and service the systems as needed.



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

10. Public Safety shall document the cause for the pre-alarm, if determined, or note that the cause was unable to be identified.
11. Public Safety shall send notification of the pre-alarm to the College Fire Marshal via the Web Help Desk platform.

### **Fire Alarm Response:**

1. Upon receipt of a fire alarm signal, the Public Safety Officer monitoring the desk will advise all mobile units of the alarm condition with the location. Public Safety shall determine internal procedures and protocol for Public Safety Officers responding to fire alarms, smoke conditions, or other hazardous conditions on campus.
2. Public Safety shall immediately re-transmit the fire alarm signal without any delay to the public communication center located at Mahwah Police Department.
3. Immediate re-transmission of the fire alarm to MPD shall take place within 90 seconds.
4. Public Safety shall NOT attempt to verify the validity of the alarm signal before retransmitting it to the public communications center.
5. Public Safety shall advise MPD as to the nature of the alarm and the addressable location or zone.
6. Public Safety shall request that the Mahwah Fire Department (MFD) respond.
7. Alarms for waterflow from the automatic sprinkler systems or actuation of other fire suppression systems or equipment shall be treated as a fire alarm signal.
8. Notification from Public Safety to MPD shall be communicated via the Emergency Telephone.
9. Between the hours of 8:30AM and 4:30PM Monday through Friday (Thursday during the summer), Public Safety shall then contact the College Fire Marshal via cell phone, if not already responding on radio.
10. Public Safety will be the initial liaison between the MPD and/or the MFD until the arrival on scene by the College Fire Marshal.
11. If safe to do so, Public Safety will attempt to locate the source of the alarm and ensure that all occupants have safely evacuated from the building.
12. Public Safety shall maintain a listing of the Residence Life staff on call for emergencies. This information shall be readily available to MPD and MFD and any other emergency responders if needed.
13. If the alarm condition requires the response of Facilities (such as a leak or other building system malfunction), Public Safety will make the appropriate notification to the Facilities Service Desk or on call staff.
14. If Public Safety believes that United Fire is needed to make an emergency response, Public Safety shall confer with the College Fire Marshal before calling for service. The Fire Marshal will give final approval to contact United Fire. If unable to reach the Fire Marshal after several attempts, the Tour Commander can make the determination if the situation constitutes a severe condition requiring an emergency call out for United Fire. Examples of true emergencies could include activated sprinkler heads flowing water, activated audibles (horns/strobes) that will not silence, or a completely impaired alarm systems in occupied residence halls.
15. If a Mahwah Fire Department official requests that United Fire respond, Public Safety shall notify the Fire Marshal prior to calling for service. The Fire Marshal may request to speak with the fire official for further info before United Fire responds.
16. When requested, United Fire will dispatch a technician to investigate and service the systems as needed.
17. Public Safety shall document the cause for the fire alarm, if determined, or note that the cause was unable to be identified.



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

18. Public Safety shall send notification of the fire alarm to the College Fire Marshal via the Web Help Desk platform.
19. The Chief of the Mahwah Fire Department or their designee shall make all decisions regarding the fire department's response procedures to fire alarms on campus, including the process for silencing and resetting of alarms.

### **Silencing and Resetting Fire Alarms**

1. Fire Alarm Panels shall not be silenced or reset prior to arrival of the Fire Department.
2. Once on scene, the Mahwah Fire Department (MFD) Incident Commander shall be solely responsible for ordering a buildings alarm be silenced or reset once the cause of the fire alarm has been determined and that there is no apparent life safety hazard in connection with the fire alarm activation.
3. The Mahwah Fire Department (MFD) Incident Commander shall be responsible for permitting the occupants to re-enter the building.
4. Public Safety shall record the name of the Incident Commander for their report.

*Policy is subject to change at any time by order of the RCNJ Fire Marshal.*



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: firecom@ramapo.edu  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

**10.5.2.4** System installation trainees shall be under the supervision of a qualified system installer.

**10.5.2.5** The system installer shall provide evidence of their qualifications and/or certifications when requested by the authority having jurisdiction.

### **10.5.3\* Inspection, Testing, and Service Personnel. (SIG-TMS)**

**10.5.3.1\* Inspection Personnel.** Inspections shall be performed by personnel who have developed competence through training and experience that are acceptable to the authority having jurisdiction or meet the requirement of 10.5.3.4.

**10.5.3.2\* Testing Personnel.** Testing personnel shall have knowledge and experience of the testing requirements contained in this Code, of the equipment being tested, and of the test methods. That knowledge and experience shall be acceptable to the authority having jurisdiction or meet the requirement of 10.5.3.4.

**10.5.3.3 Service Personnel.** Service personnel shall have knowledge and experience of the maintenance and servicing requirements contained in this Code, of the equipment being serviced or maintained, and of the servicing or maintenance methods. That knowledge and experience shall be acceptable to the authority having jurisdiction or meet the requirement of 10.5.3.4.

**10.5.3.4 Means of Qualification.** Qualified personnel shall include, but not be limited to, one or more of the following:

- (1)\*Personnel who are factory trained and certified for the specific type and brand of system being serviced
- (2)\*Personnel who are certified by a nationally recognized certification organization acceptable to the authority having jurisdiction
- (3)\*Personnel, either individually or through their affiliation with an organization that is registered, licensed, or certified by a state or local authority to perform service on systems addressed within the scope of this Code
- (4) Personnel who are employed and qualified by an organization listed by a nationally recognized testing laboratory for the servicing of systems within the scope of this Code

### **10.5.3.5\* Programming Personnel.**

**10.5.3.5.1** Personnel programming a system shall be certified by the system manufacturer.

**10.5.3.5.2** System installation personnel shall be permitted to configure systems in the field per manufacturers' published instructions.

**10.5.3.5.3** System end users shall be permitted to manage system operation per manufacturers' published instructions or training.

**10.5.3.6 Evidence of Qualification.** Evidence of qualifications shall be provided to the authority having jurisdiction upon request.

### **10.5.4 Plans Examiners and Inspectors.**

**10.5.4.1** Fire alarm system and emergency communications system plans and specifications submitted for review and approval shall be reviewed by personnel who are qualified to review such plans and specifications.

**10.5.4.2** Fire alarm system and emergency communications system installations shall be inspected by personnel who are qualified to perform such inspections.

**10.5.4.3** State or local licensure regulations shall be followed to determine qualified personnel.

**10.5.4.4** Personnel shall provide documentation of their qualifications by one or more of the following:

- (1) Registration, licensing, or certification by a state or local authority
- (2) Meeting the requirements of NFPA 1031
- (3) Assignment by the authority having jurisdiction to perform plan reviews and inspections

### **10.5.5 Supervising Station Operators. (SIG-SSS)**

**10.5.5.1** All operators in the supervising station shall demonstrate competence in all tasks required of them in Chapter 26 by one or more of the following:

- (1) Certified by the manufacturer of the receiving system or equipment or the alarm-monitoring automation system
- (2)\*Certified by an organization acceptable to the authority having jurisdiction
- (3) Licensed or certified by a state or local authority
- (4) Other training or certification approved by the authority having jurisdiction

**10.5.5.2** Evidence of qualifications and/or certification shall be provided when requested by the authority having jurisdiction. A license or qualification listing shall be current in accordance with the requirements of the issuing authority or organization.

**10.5.5.3** Operator trainees shall be under the direct supervision of a qualified operator until qualified as required by 10.5.5.1.

### **10.5.6 Public Emergency Alarm Reporting System Personnel Qualification. (SIG-PRS)**

#### **10.5.6.1 System Designer.**

**10.5.6.1.1** Public emergency alarm reporting system plans and specifications shall be developed in accordance with this Code by persons who are qualified in the proper design, application, installation, and testing of public emergency alarm reporting systems.

**10.5.6.1.2** The system design documents shall include the name and contact information of the system designer.

**10.5.6.2 System Installer.** Installation personnel shall be qualified in the installation, inspection, and testing of public emergency alarm reporting systems.

**10.5.6.3 Service Personnel.** Service personnel shall be qualified in the service, inspection, maintenance, and testing of public emergency alarm reporting systems.

#### **10.5.6.4 Qualification.**

**10.5.6.4.1** Personnel shall demonstrate qualification by being trained and certified in public emergency alarm reporting system design, installation, or service (as appropriate).

**10.5.6.4.2** Personnel who are trained and certified for the specific type of public emergency alarm reporting system and comply with one the following shall be considered qualified:

- (1) Personnel who are licensed or certified by a state or local authority, if applicable



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

**24.14.6.6.1** Design specifications and briefs used in the performance-based design shall be clearly stated and shown to be realistic and sustainable.

**24.14.6.6.2** Specific testing requirements that are necessary to maintain reliable performance shall be stated in the design brief.

### **24.15 Documentation for Emergency Communications Systems.**

**24.15.1 New Systems.** Documentation requirements for new emergency communications systems shall comply with Sections 7.3 through 7.8 in addition to the minimum requirements of Section 7.2.

## Chapter 25 Reserved

## Chapter 26 Supervising Station Alarm Systems

**26.1\* Application.** The performance, installation, and operation of alarm systems at a continuously attended supervising station and between the protected premises and the continuously attended supervising station shall comply with the requirements of this chapter.

**26.1.1\*** Where any system regulated by this Code sends signals to a supervising station, the entire system shall become a supervising station alarm system.

**26.1.2** The requirements of Chapters 7, 10, 12, 14, and 23 shall apply unless otherwise noted in this chapter.

**26.1.3** The requirements of this chapter shall not apply to Chapter 29 unless otherwise noted.

### **26.2 General.**

#### **26.2.1 Alarm Signal Disposition.**

**26.2.1.1** Alarm signals initiated by manual fire alarm boxes, automatic fire detectors, waterflow from the automatic sprinkler system, or actuation of other fire suppression system(s) or equipment shall be treated as fire alarm signals.

**26.2.1.2\*** Except as permitted by 26.2.2 and 29.7.9.2, all fire alarm signals received by a supervising station shall be immediately retransmitted to the communications center.

**26.2.1.3** Fire alarm signals received at the supervising station by a zone or zones shall be retransmitted by zone to the communications center.

**26.2.1.4** Fire alarm signals received at the supervising station that are identified as an individual point or points shall be retransmitted by point identifier to the communications center.

#### **26.2.2\* Alarm Signal Verification.**

**26.2.2.1** For applications other than those addressed under the scope of 29.7.9.2, supervising station personnel shall attempt to verify alarm signals prior to reporting them to the communication center where all the following conditions exist:

- (1)\*Alarm signal verification is required by the responsible fire department for a specific protected premises.
- (2) Documentation of the requirement for alarm signal verification is provided by the responsible fire department to the supervising station and the protected premises.

(3) If the requirement for verification changes, the responsible fire department shall notify the supervising station and the protected premises.

(4)\*The verification process does not take longer than 90 seconds from the time the alarm signal is received at the supervising station until the time that retransmission of the verified alarm signal is initiated.

(5) Verification of a true fire is received from anyone on premises or verification of an unwanted alarm signal is received only from a pre-assigned list of authorized personnel within the protected premises.

(6)\*Verified alarm signals are immediately retransmitted to the communications center and include information that the signal was verified at the protected premises to be an emergency.

(7)\*Alarm signals where verification is not conclusive are immediately retransmitted to the communications center.

(8)\*Alarm signals that are verified as unwanted alarms shall be reported to the responsible fire department in a manner and at a frequency specified by the responsible fire department.

**26.2.3 Alarm Signal Content.** Where required by the enforcing authority, governing laws, codes, or standards, alarm signals transmitted to a supervising station shall be by addressable device or zone identification.

#### **26.2.4 Restoral Signals.**

**26.2.4.1** All supervising station fire alarm systems shall be programmed to report restoral signals to the supervising station of all alarm, supervisory, and trouble signals upon restoration of the activation.

**26.2.4.2\*** Any signal received by the supervising station that has not restored to normal condition within 24 hours of initial receipt shall be redisplayed to an operator as a nonrestored signal and shall be reported to the subscriber.

*Exception: This provision shall not apply to scheduled impairments.*

**26.2.5 Multiple Buildings.** For multiple building premises, the requirements of 10.17.5.3 shall apply to the alarm, supervisory, and trouble signals transmitted to the supervising station.

#### **26.2.6\* Change of Service.**

**26.2.6.1\*** Supervising station customers or clients and the authority having jurisdiction shall be notified in writing by the new supervising station within 30 calendar days of any change of service provider that results in signals from the client's property being handled by a new supervising station.

**26.2.6.2** Where the new provider of supervising station services covered by 26.2.6.1 also provides the required testing, the new provider shall test zones, points, and signals from each affected property in accordance with the requirements of Chapter 14 at or prior to the next scheduled periodic test.

**26.2.6.3** Where the new provider of supervising station services covered by 26.2.6.1 does not provide the required testing, the new provider shall notify the alarm system owner of the need to test zones, points, and signals from each affected property in accordance with the requirements of Chapter 14 prior to or at the next scheduled periodic test.

**26.2.6.4** The supervising station shall notify the authority having jurisdiction prior to terminating service.

**26.2.7 Supervising Station Signal Processing Equipment.** Signal processing equipment located at the supervising station





## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

be acknowledged by central station personnel whenever the subscriber or authority inquires.

**26.3.8.5.3\*** Any test signal not received by the central station shall be investigated immediately, and action shall be taken to reestablish system integrity.

**26.3.8.5.4** The central station shall dispatch personnel to arrive within 2 hours if protected premises equipment needs to be manually reset after testing.

**26.3.8.5.5** The prime contractor shall provide each of its representatives and each alarm system user with a unique personal identification code.

**26.3.8.5.6** In order to authorize the placing of an alarm system into test status, a representative of the prime contractor or an alarm system user shall first provide the central station with his or her personal identification code.

### **26.3.9 Record Keeping and Reporting.**

**26.3.9.1** Complete records of all signals received shall be retained for at least 1 year.

**26.3.9.2** Testing and maintenance records shall be retained as required by 14.6.3.

**26.3.9.3** The central station shall make arrangements to furnish reports of signals received to the authority having jurisdiction in a manner approved by the authority having jurisdiction.

**26.3.10 Testing and Maintenance.** Testing and maintenance for central station service shall be performed in accordance with Chapter 14.

### **26.4 Proprietary Supervising Station Alarm Systems.**

**26.4.1 Application.** Supervising facilities of proprietary alarm systems shall comply with the operating procedures of Section 26.4. The facilities, equipment, personnel, operation, testing, and maintenance of the proprietary supervising station shall also comply with Section 26.4.

#### **26.4.2 General.**

**26.4.2.1** Proprietary supervising stations shall be operated by trained, competent personnel in constant attendance who are responsible to the owner of the protected property.

**26.4.2.2** The protected property shall be either a contiguous property or noncontiguous properties under one ownership.

**26.4.2.3** If a protected premises control unit is integral to or collocated with the supervising station equipment, the requirements of Section 26.6 shall not apply.

#### **26.4.3 Facilities.**

**26.4.3.1\*** The proprietary supervising station shall be located in either of the following:

- (1) Fire-resistive, detached building
- (2) A fire-resistive room protected from the hazardous parts of the building

**26.4.3.2** Access to the proprietary supervising station shall be restricted to those persons directly concerned with the implementation and direction of emergency action and procedure.

**26.4.3.3** The proprietary supervising station, as well as remotely located power rooms for batteries or engine-driven generators, shall be provided with portable fire extinguishers that comply with the requirements of NFPA 10.

**26.4.3.4** The emergency lighting system shall comply with the requirements of 26.4.3.4.1 through 26.4.3.4.3.

**26.4.3.4.1** The proprietary supervising station shall be provided with an automatic emergency lighting system.

**26.4.3.4.2** The emergency source shall be independent of the primary lighting source.

**26.4.3.4.3** In the event of a loss of the primary lighting for the supervising station, the emergency lighting system shall provide illumination for a period of not less than 26 hours to permit the operators to carry on operations and shall be tested in accordance with the requirements of Chapter 14.

**26.4.3.5** If 25 or more protected buildings or premises are connected to a subsidiary station, both of the following shall be provided at the subsidiary station:

- (1) Automatic means for receiving and recording signals under emergency staffing conditions
- (2) A telephone

#### **26.4.4 Equipment.**

##### **26.4.4.1 Signal-Receiving Equipment.**

**26.4.4.1.1** Signal-receiving equipment in a proprietary supervising station shall comply with 26.4.4.

**26.4.4.1.2** Provision shall be made to designate the building in which a signal originates.

**26.4.4.1.3** The floor, section, or other subdivision of the building in which a signal originates shall be designated at the proprietary supervising station or at the building that is protected.

*Exception: Where the area, height, or special conditions of occupancy make detailed designation unessential as approved by the authority having jurisdiction.*

**26.4.4.1.4** Designation, as required by 26.4.4.1.2 and 26.4.4.1.3, shall use private-mode notification appliances approved by the authority having jurisdiction.

##### **26.4.4.2 Signal-Alerting Equipment.**

**26.4.4.2.1** The proprietary supervising station shall have, in addition to a recording device, two different means for alerting the operator when each signal is received that indicates a change of state of any connected initiating device circuit.

**26.4.4.2.1.1** One of these means shall be an audible signal, which shall persist until manually acknowledged.

**26.4.4.2.1.2** Means shall include the receipt of alarm, supervisory, and trouble signals, including signals indicating restoration.

**26.4.4.2.1.3** If means is provided in the proprietary supervising station to identify the type of signal received, a common audible indicating appliance shall be permitted to be used for alarm, supervisory, and trouble indication.

**26.4.4.2.1.4** At a proprietary supervising station, an audible trouble signal shall be permitted to be silenced, provided that the act of silencing does not prevent the signal from operating immediately upon receipt of a subsequent trouble signal.

**26.4.4.2.2** All signals required to be received by the proprietary supervising station that show a change in status shall be automatically and permanently recorded, including time and



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: [firecom@ramapo.edu](mailto:firecom@ramapo.edu)  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

date of occurrence, in a form that expedites operator interpretation in accordance with any one of the means detailed in 26.4.4.2.2.1 through 26.4.4.2.2.4.

**26.4.4.2.2.1** If a visual display is used that automatically provides change of status information for each required signal, including type and location of occurrence, any form of automatic permanent visual record shall be permitted.

(A) The recorded information shall include the content described in 26.4.4.2.2.

(B) The visual display shall show status information content at all times and be distinctly different after the operator has manually acknowledged each signal.

(C) Acknowledgment shall produce recorded information indicating the time and date of acknowledgment.

**26.4.4.2.2.2** If a visual display is not provided, required signal content information shall be automatically recorded on duplicate, permanent visual recording instruments.

**26.4.4.2.2.3** One recording instrument shall be used for recording all incoming signals, while the other shall be used for required alarm, supervisory, and trouble signals only.

(A) Failure to acknowledge a signal shall not prevent subsequent signals from recording.

(B) Restoration of the signal to its prior condition shall be recorded.

**26.4.4.2.2.4** In the event that a system combines the use of a sequential visual display and recorded permanent visual presentation, the required signal content information shall be displayed and recorded.

(A) The visual information component shall be retained either on the display until manually acknowledged or repeated at intervals not greater than 5 seconds, for durations of 2 seconds each, until manually acknowledged.

(B) Each new displayed status change shall be accompanied by an audible indication that persists until manual acknowledgment of the signal is performed.

**26.4.4.3\* Redisplay of Status.** A means shall be provided for the operator to redisplay the status of required signal-initiating inputs that have been acknowledged but not yet restored.

**26.4.4.3.1** If the system retains the signal on the visual display until manually acknowledged, subsequent recorded presentations shall not be inhibited upon failure to acknowledge.

**26.4.4.3.2** Alarm signals shall be segregated on a separate visual display in this configuration.

*Exception: Alarm signals shall not be required to be segregated on a separate display if given priority status on the common visual display.*

**26.4.4.4 Display Rate.** To facilitate the prompt receipt of alarm signals from systems handling other types of signals that are able to produce multiple simultaneous status changes, the requirements of either of the following shall be met:

(1) Record simultaneous status changes at a rate not slower than either a quantity of 50 or 10 percent of the total number of initiating device circuits connected, within 90 seconds, whichever number is smaller, without loss of any signal

(2) Display or record alarm signals at a rate not slower than one every 10 seconds, regardless of the rate or number of status changes occurring, without loss of any signals

**26.4.4.5 Trouble Signals.** Trouble signals and their restoration shall be automatically indicated and recorded at the proprietary supervising station.

**26.4.4.5.1** The recorded information for the occurrence of any trouble condition of signaling line circuit, leg facility, or trunk facility that prevents receipt of alarm signals at the proprietary supervising station shall be such that the operator is able to determine the presence of the trouble condition.

**26.4.4.5.2** Trouble conditions in a leg facility shall not affect or delay receipt of signals at the proprietary supervising station from other leg facilities on the same trunk facility.

### **26.4.5 Personnel.**

**26.4.5.1** The proprietary supervising station shall have at least two qualified operators on duty at all times. One of the two operators shall be permitted to be a runner.

*Exception: If the means for transmitting alarms to the fire department is automatic, at least one operator shall be on duty at all times.*

**26.4.5.2** When the runner is not in attendance at the proprietary supervising station, the runner shall establish two-way communications with the station at intervals not exceeding 15 minutes, unless otherwise permitted by 26.4.5.3.

**26.4.5.3** Where two or more operators are on duty in the supervising station, a runner physically in attendance at a non-contiguous protected premises and immediately available via telephone or other approved means of communication shall not be required to maintain two-way communications at 15-minute intervals if that runner is not responsible for another protected premises.

**26.4.5.4** The primary duties of the operator(s) shall be to monitor signals, operate the system, and take such action as shall be required by the authority having jurisdiction.

**26.4.5.5** The operator(s) shall not be assigned any additional duties that would take precedence over the primary duties.

### **26.4.6 Operations.**

#### **26.4.6.1 Communications and Transmission Channels.**

**26.4.6.1.1** All communications and transmission channels between the proprietary supervising station and the protected premises control unit shall be operated manually or automatically once every 24 hours to verify operation.

**26.4.6.1.2** If a communications or transmission channel fails to operate, the operator shall immediately notify the person(s) identified by the owner or authority having jurisdiction.

#### **26.4.6.2 Operator Controls.**

**26.4.6.2.1** All operator controls at the proprietary supervising station(s) designated by the authority having jurisdiction shall be operated at each change of shift.

**26.4.6.2.2** If operator controls fail, the operator shall immediately notify the person(s) identified by the owner or authority having jurisdiction.

**26.4.6.3 Retransmission.** Indication of a fire shall be promptly retransmitted to the communications center or other locations accepted by the authority having jurisdiction, indicating the



## OFFICE OF THE FIRE MARSHAL

Department of Environmental Health & Safety  
505 Ramapo Valley Road, Mahwah, NJ 07430  
TEL: (201) 684-6252 EMAIL: firecom@ramapo.edu  
[www.ramapo.edu/ehs/fire-safety](http://www.ramapo.edu/ehs/fire-safety)

building or group of buildings from which the alarm has been received.

**26.4.6.4\* Retransmission Means.** The means of retransmission shall be accepted by the authority having jurisdiction and shall be in accordance with 26.3.6.6, 26.5.4.4, or Chapter 27.

*Exception: Secondary power supply capacity shall be as required in Chapter 10.*

**26.4.6.5\* Coded Retransmission.** Retransmission by coded signals shall be confirmed by two-way voice communications indicating the nature of the alarm.

### 26.4.6.6 Dispositions of Signals.

**26.4.6.6.1 Alarms.** Upon receipt of an alarm signal, the proprietary supervising station operator shall initiate action to perform the following:

- (1) Notify the communications center, the emergency response team, and such other parties as the authority having jurisdiction requires in accordance with 26.2.1
- (2) Dispatch a runner or technician to the alarm location to arrive within 2 hours after receipt of a signal
- (3) Restore the system as soon as possible after disposition of the cause of the alarm signal

**26.4.6.6.2 Guard's Tour Supervisory Signal.** If a guard's tour supervisory signal is not received from a guard within a 15-minute maximum grace period, or if a guard fails to follow a prescribed route in transmitting the signals (where a prescribed route has been established), the proprietary supervising station operator shall initiate action to perform the following:

- (1) Communicate at once with the protected areas or premises by telephone, radio, calling back over the system circuit, or other means accepted by the authority having jurisdiction
- (2) Dispatch a runner to arrive within 30 minutes to investigate the delinquency if communications with the guard cannot be promptly established

**26.4.6.6.3 Supervisory Signals.** Upon receipt of sprinkler system and other supervisory signals, the proprietary supervising station operator shall initiate action to perform the following, if required:

- (1) Communicate immediately with the designated person(s) to ascertain the reason for the signal
- (2) Dispatch personnel to arrive within 2 hours to investigate, unless supervisory conditions are promptly restored
- (3) Notify the fire department if required by the authority having jurisdiction
- (4) Notify the authority having jurisdiction when sprinkler systems are wholly or partially out of service for 8 hours or more
- (5)\*Provide written notice to the authority having jurisdiction as to the nature of the signal, time of occurrence, and restoration of service when equipment has been out of service for 8 hours or more

**26.4.6.6.4 Trouble Signals.** Upon receipt of trouble signals or other signals pertaining solely to matters of equipment maintenance of the alarm system, the proprietary supervising station operator shall initiate action to perform the following, if required:

- (1) Communicate immediately with the designated person(s) to ascertain reason for the signal

- (2) Dispatch personnel to arrive within 4 hours to initiate maintenance, if necessary
- (3) Notify the fire department if required by the authority having jurisdiction
- (4) Notify the authority having jurisdiction when interruption of service exists for 4 hours or more
- (5) When equipment has been out of service for 8 hours or more, provide written notice to the authority having jurisdiction as to the nature of the signal, time of occurrence, and restoration of service

### 26.4.7 Record Keeping and Reporting.

**26.4.7.1** Complete records of all signals received shall be retained for at least 1 year.

**26.4.7.2** Testing and maintenance records shall be retained as required by 14.6.3.

**26.4.7.3** The proprietary supervising station shall make arrangements to furnish reports of signals received to the authority having jurisdiction in a manner approved by the authority having jurisdiction.

**26.4.8 Testing and Maintenance.** Testing and maintenance of proprietary alarm systems shall be performed in accordance with Chapter 14.

## 26.5 Remote Supervising Station Alarm Systems.

### 26.5.1 Application and General.

**26.5.1.1** Section 26.5 shall apply where central station service is neither required nor elected.

**26.5.1.2** The installation, maintenance, testing, and use of a remote supervising station alarm system that serves properties under various ownership from a remote supervising station shall comply with the requirements of Section 26.5.

**26.5.1.3** Remote supervising station physical facilities, equipment, operating personnel, response, retransmission, signals, reports, and testing shall comply with the minimum requirements of Section 26.5.

**26.5.1.4** Remote supervising station alarm systems shall provide an automatic audible and visible indication of alarm, supervisory, and trouble conditions at a location remote from the protected premises.

**26.5.1.5** Section 26.5 shall not require the use of audible or visible notification appliances other than those required at the remote supervising station. If it is desired to provide alarm evacuation signals in the protected premises, the alarm signals, circuits, and controls shall comply with the provisions of Chapters 18 and 23 in addition to the provisions of Section 26.5.

**26.5.1.6** The loading capacities of the remote supervising station equipment for any approved method of transmission shall be as designated in Section 26.6.

**26.5.2 Indication of Remote Station Service.** Owners utilizing remote station alarm systems shall provide annual documentation to the authority having jurisdiction identifying the party responsible for the inspection, testing, and maintenance requirements of Chapter 14. This documentation shall take one of the following forms:

- (1)\*Affidavit attesting to the responsibilities and qualifications of the parties performing the inspection, testing,