

How to DE-ACTIVATE a QUELL smoke alarm:

Step 1: Check first that there is NO fire in the house. If so, leave immediately and call 000

Step 2: If you cannot SILENCE the alarms after 'hushing' and 'vacuuming' the alarms, you will need to DE-ACTIVATE the triggering alarm:

- **IMPORTANT: only one smoke alarm is the triggering alarm and will be flashing RED.**
- Find the triggering alarm and PRESS the 'Hush Button' once. This alarm and all other alarms will silence.
- To de-activate a 240v (hardwired) alarm (these alarms will have a GREEN LIGHT):
 - o Turn off the mains power to the alarm (for mains powered alarms).
 - o The green light on the alarm will go out
 - o Insert a flat headed screwdriver into the removal slot of the alarm.
 - This is marked with an arrow.
 - Make sure you keep the screwdriver horizontal (i.e. parallel to the ceiling)
 - o Slide the alarm off its base and you will be able to see the 9-volt removable battery in the back
 - o Remove the removable 9v battery
 - o This alarm is now de-activated but don't worry, all the other alarms are working.
- To de-activate a WIRELESS smoke alarm (there will be NO green light on a wireless smoke alarm):
 - o TURN the alarm ANTI-CLOCKWISE and remove from base plate
 - o Once off the base plate, press and hold the 'Hush' button until the alarm has powered down (about 5-10 seconds)

This alarm is now de-activated but don't worry, all the other alarms are working.

Now you have de-activated the triggering alarm, the alarms should not falsely sound again. **PLEASE NOTE:** all other smoke alarms will still be activated.

Please now contact **Coast Smoke Alarms on 1300 722 552** to report the faulty alarm. All calls outside of office hours will be returned as soon as possible the following working day.

IMPORTANT: To help us rectify, please leave the de-activated triggering alarm in the same room it was installed. DO NOT mix up with other smoke alarms as we need to know which alarm is the faulty one.

As a courtesy we would like to remind you that, as per your tenancy agreement, you must also advise the property manager of any issues with the smoke alarms.

Please note: If you damage an alarm you will be required to pay for a replacement. If we are required to clean the alarm or fix the battery to resolve the problem, you may be required to pay a call out fee.