

How to DE-ACTIVATE an EMERALD HYBRID smoke alarm (a visual clue is this alarm will have a SILVER METAL MESH around the body of the 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 (note these HYBRID alarms can be hardwired showing a GREEN light AND also be a wireless alarm with NO GREEN light)
 - o Apply pressure to the tab on the side of the alarm
 - o The body of the alarm will disconnect from the base and swing down, hinged from the opposite side
 - o NOTE: there is a NON-REMOVABLE 10yr lithium battery - do not try and remove
 - o Whilst open, press the TEST/HUSH button 6 times within 3 seconds
 - o The alarm will CHIRP once when it has been de-activated
 - o 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.