Deafgard
Operating Guide

Compliance Made Easy
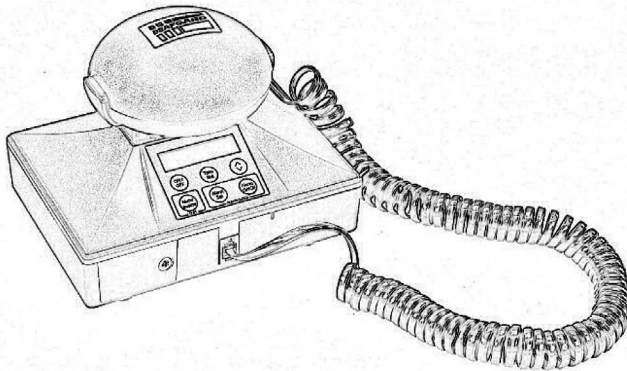
Keep this guide for future reference

Contents

Deafgard is a portable device which alerts people in an emergency. Designed for the deaf and hard of hearing, Deafgard has a vibration pad and flashing light which wakes people up on the sound of the alarm.
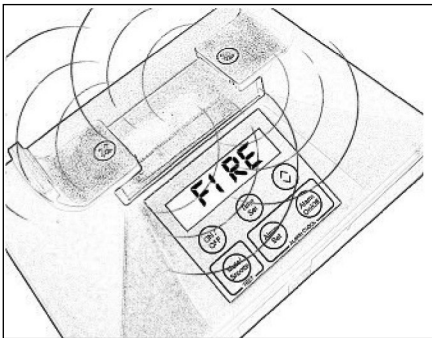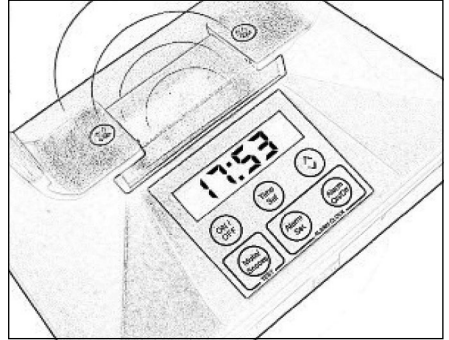
The box should contain:

1. Deafgard, with pillow pad and connecting cable
2. A storage bag
3. Four 'C' size LR14 batteries
4. Deafgard window stickers
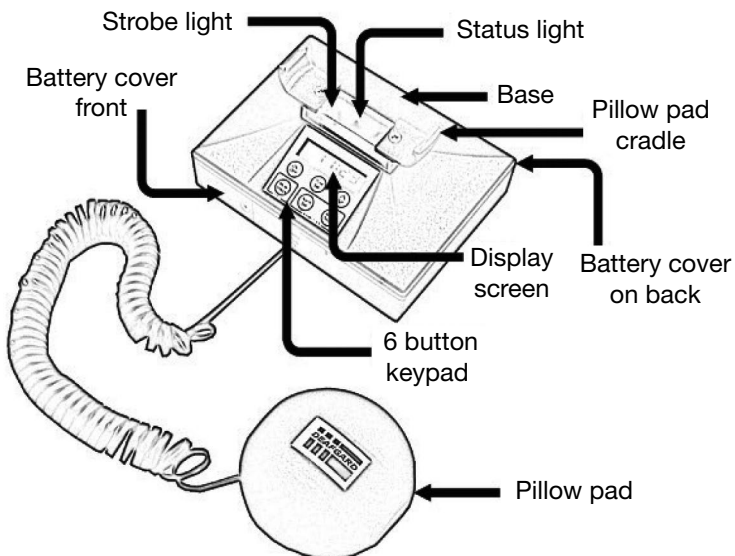
Getting started

There are two battery compartments on the front and back of the unit.

1. Connect the pillow pad to the Deafgard unit using the cable and then place the pad in the cradle.

2. Unscrew the battery compartments and insert the batteries.

3. Screw the battery compartments closed.

Screen & keypad

The screen will display: the time, alarm settings, low battery, faults, error messages and fire alarm conditions.

If the Deafgard unit is in a fire condition, the screen will display "FIRE".

Batteries

Only use alkaline batteries and do not use re-chargeable batteries.

The batteries supplied should last at least 12 months. Deafgard regularly checks the battery life.

If the screen displays **"BATT"**, it means there are approximately 7 days of battery life. In this case, we recommend to change the batteries immediately.

The lights - strobe and status

There are 3 lights on the Deafgard unit. One status light in the centre which flashes **GREEN** or **RED,** and 2 strobe lights on each side which flash **WHITE.**

The strobe lights will flash when there is a fire, or if there is a major fault.

The status light will flash according to the status of the Deafgard unit.

Under normal conditions, when the Deafgard is turned on the status light will flash **GREEN** once every 16 seconds.
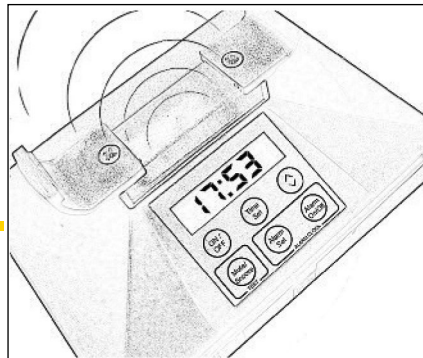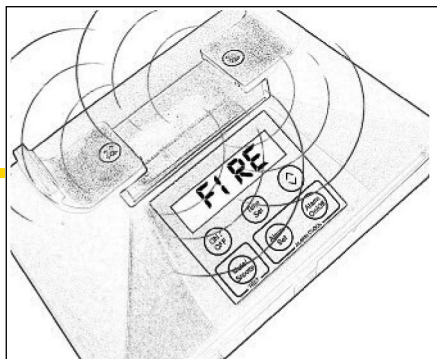

The status light will flash **RED** once every 8 seconds if there is a minor fault.

If a major fault occurs the status light will flash **RED** once every 4 seconds.

Whilst in a fault condition, every 16 seconds the strobe lights will flash and pillow pad will vibrate.

The status light will stay **RED** throughout a fire alarm condition.

Setting the time

The time can be set with the pillow pad in or out of the cradle, but the cable must be connected to the base.

The time will need to be re-set whenever batteries are replaced, or when daylight saving time occurs.
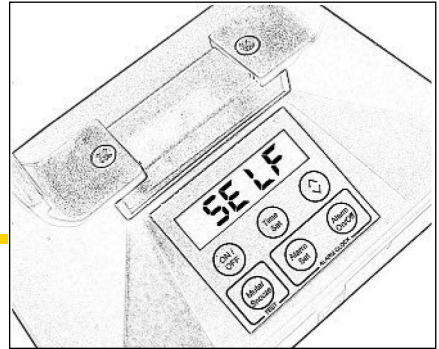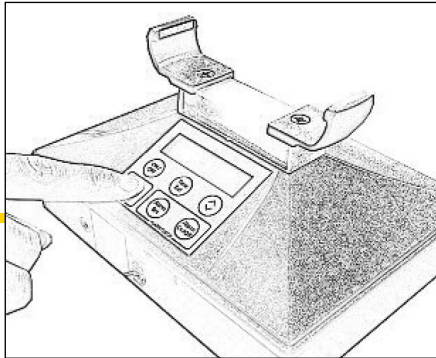
To set the time:

a. Press **TIME SET** and hold it down until only the hour numeral is shown.

b. Press to adjust the hour.

c. Press **TIME SET** and hold it down until only the minute numeral is shown.

d. Press to adjust the minutes.

e. Press **TIME SET** to finalise the changes.

Fire alarm test

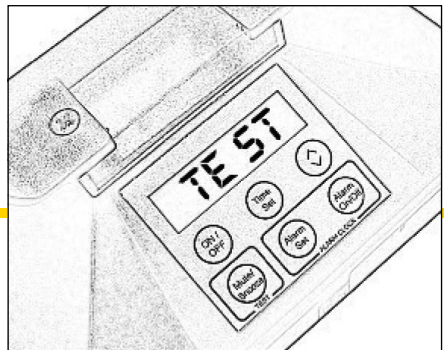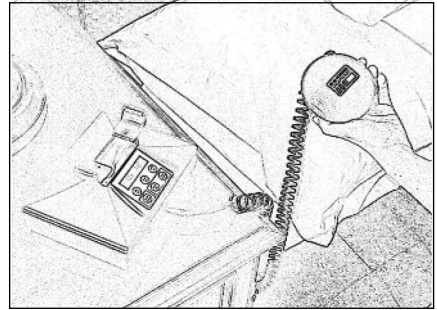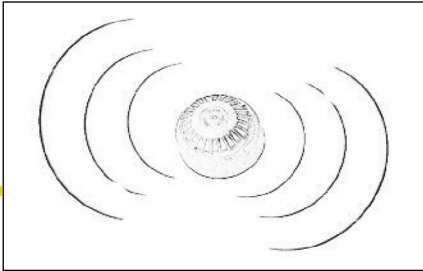1. Place Deafgard where it is to be used, for example on the bedside table. Place the pillow pad under the pillow.

2. Sound the fire alarm for a minimum of 30 seconds.

3. Deafgard will activate within 20 seconds of hearing the fire alarm.

4. Deafgard will remain in a fire alarm condition until the fire alarm stops.

5. If Deafgard does not respond to your fire alarm, it may be that your alarm is too quiet. Go to the maintenance section for sensitivity adjustment instructions or **contact us on +44 (0)1273 320650 for further assistance.**
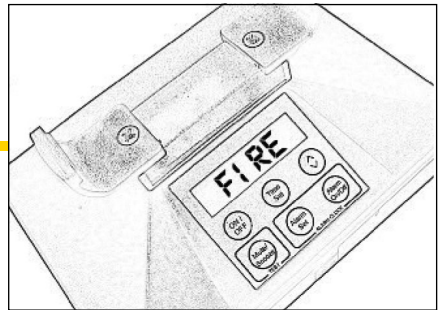
Using Deafgard

1. To turn the unit on, press **ON/OFF.**

2. The screen will show 00:00 when it is first turned on or if the batteries have been removed, otherwise the time will be displayed.
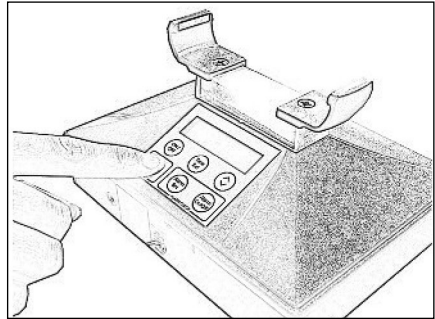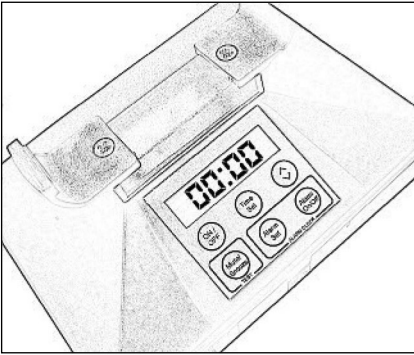
3. The status light will flash **GREEN** every 16 seconds to show the unit is operational.

4. To turn the unit off hold **ON/OFF** for 6 seconds, or until the display is blank.

Note: Once turned off, Deafgard will not respond to the fire alarm or work as an alarm clock, and the status light will no longer flash.
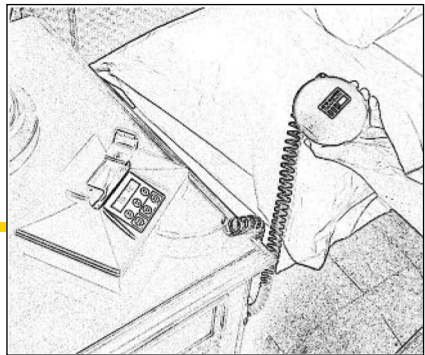
Alarm clock function
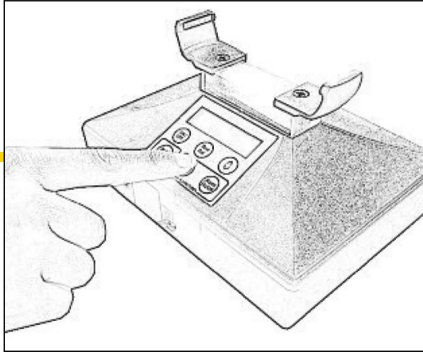
Deafgard can be used as an alarm clock as well as a fire alarm.

When the alarm clock activates, the pillow pad will vibrate constantly and the screen will light up.

To set the alarm: Press **ALARM SET** and hold it down until only the hour numeral is showing on the screen. By doing this again you can also set the minutes.

Note: Once set, the bell symbol will be displayed on the screen to show the alarm clock is set and on.

To turn the alarm clock on and off press **ALARM ON/OFF.**
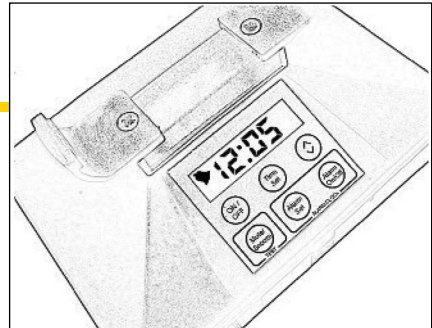
By pressing MUTE/SNOOZE; the alarm will snooze for 8 minutes on first press, 4 minutes on second and 2 minutes on third.

Self test

The Deafgard unit will perform a self test every time batteries are inserted and then every 7 days after that. During the self test, the screen will display **'SELF'** and the hardware of the unit will be checked.
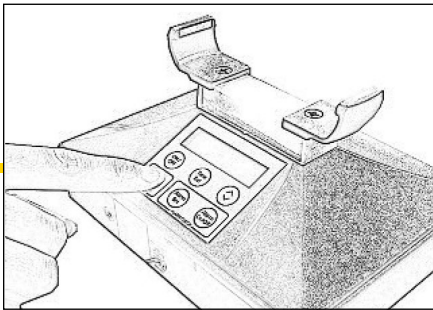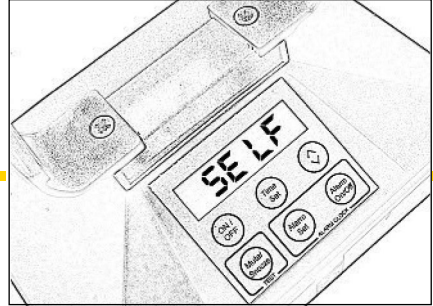
If the Deafgard detects that there is a fault it will: sound a warning tone, the pillow pad will vibrate, the status light will flash **RED** and the screen will display an error message.

To manually launch a self test, you can press and hold the **MUTE/SNOOZE** for 3 seconds.

Note: We recommend a self test is carried out regularly.
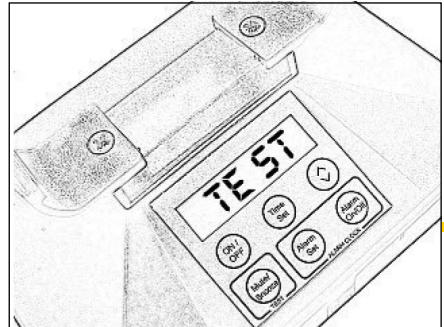
Sensitivity adjustment

If you need to make a sensitivity adjustment use a narrow electrical flat-headed screwdriver.

Note: The adjustment screw is limited in both directions. Once you can feel resistance stop turning to avoid damage to the unit.

How to carry out a sensitivity adjustment:

1. Carefully insert the screwdriver into the hole on the back of the unit.

2. Turn clockwise no more than 5 degrees (a small adjustment is equivalent to a large alteration in sensitivity).

3. Carry out a fire alarm test.
   (See page 5)

Note: Do not over-adjust the sensitivity as this may stop the unit from responding to the alarm correctly.

If the Deafgard is too sensitive to sound, you can follow the same steps, but turn the screwdriver anti-clockwise.

Do not over-adjust the sensitivity as this may stop the unit from responding to the alarm correctly.
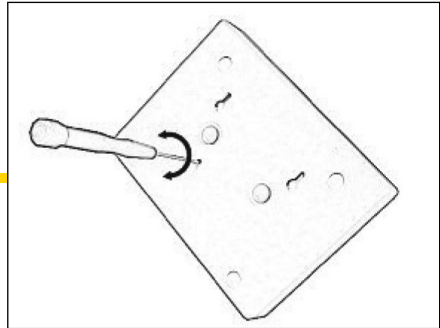
Note: Deafgard is factory set to be triggered by a fire alarm at a sound level of 75 decibels, which is recommended in Fire Safety Legislation (BS5839-1:2017).

Deafgard can be adjusted to respond to alarms as quiet as 70 decibels.

Only adjust sensitivity as a last resort if the unit is not working correctly.

Troubleshooting

2. Why doesn't the pillow pad vibrate?

• Check the power is on.
• Check all 4 batteries.
• Check that the cable for the pillow pad is connected securely to the Deafgard unit.
• The pillow pad will not vibrate whilst in the cradle.

3. Why don't the strobe lights flash?

• Check the power is on.
• Check all 4 batteries.
• Check that the cable for the pillow pad is connected securely to the Deafgard unit.

If you need further assistance, please call our customer service team.

1. Why does Deafgard not respond to the fire alarm?

• Check the fire alarm is louder than 75 decibels.
• Check all 4 batteries.
• Ensure the fire alarm is sounding for at least 30 seconds.
• Adjust the sensitivity of the Deafgard unit if it is not responding to a fire alarm.
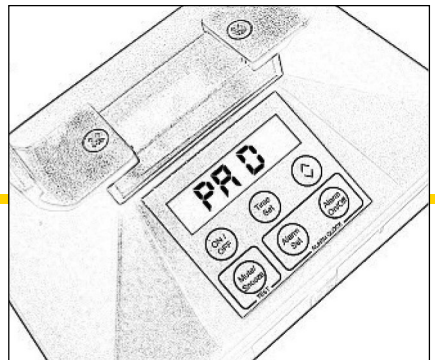
4. Why is the screen not displaying anything?

• Check the power is on.
• Check all 4 batteries.

Display messages

ER01 – PAD, ER08 – Flash error, ER10 – Comms error

Resolution:

a. Remove the pillow pad from the cradle.
b. Remove all 4 batteries from the unit.
c. After 20 seconds re-insert the batteries.
d. Perform a self test by pressing **MUTE/SNOOZE.**

ER02 – Motor jam

Resolution: Remove the pillow pad from the cradle and hold down **MUTE/SNOOZE** until **'TEST'** is shown in the screen. During the test:

a. **'TEST'** should be shown on the screen.
b. Both strobes should be flashing.
c. There should be a continuous bleep.
d. The status light should flash **GREEN** once every 15 seconds.
e. The pillow pad should vibrate.

After 10 seconds, the test should stop and:

a. The screen should show the time.
b. Both strobes should stop.
c. The bleeping should stop.
d. The status light should flash **GREEN** once every 15 seconds.

ER04 – Audio error

Resolution:

a. Disconnect the pillow pad cable from the Deafgard unit.
b. Remove the 4 batteries from the unit and wait 20 seconds.
c. Re-connect the pillow pad cable.
d. Re-insert the 4 batteries.
e. Carry out a self test by pressing the **"MUTE/SNOOZE"** button.

ER20 – Battery pack flat

This may be shown on the screen as **'ER20'** or **'BATT'**. Whenever the Deafgard performs a self test routine (every 7 days or on demand) the battery pack voltages are checked. If the batteries voltage drops to or below 1.87 volts, it is deemed to be flat, and an error message will be shown on the screen.

Resolution: Replace all 4 batteries with new "C" size batteries.

If you need further assistance, please contact our customer service team

Manufacturer's warranty

Fireco Limited ("we" and "us") warrants to the customer ("you" and "your") that the product will be free from defects in material and workmanship for a period of 24 months from the date of purchase. If the product is defective whilst under warranty we will, at our option, repair the product or replace it free of charge.

If the product appears to develop a defect while under warranty please first check that the product is being correctly used in accordance with this operating guide and that the batteries are functioning. If this does not resolve the problem please contact us in writing at the e-mail address shown below or telephone the technical advice line.

The warranty does not apply to any defect in the product arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, abnormal working conditions, failure to follow the instructions in this guide, misuse or alteration or repair of the product without our prior approval. The warranty does not cover batteries, which may need to be replaced within the period of the warranty. We will not be liable to you for any loss of profits, administrative inconvenience or indirect or consequential loss or damage arising out of any defect in the product.

Where the products are sold under a consumer transaction (as defined by the Consumer Transactions (Restrictions on Statements) Order 1976) your statutory rights are not affected by the terms of this warranty.

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