



IMPORTANT TENANT INFORMATION

SMOKE ALARMS

Dear Tenant,

Interconnected smoke alarms have been installed in your property to ensure compliance with new Queensland Legislation. Alarms have now been installed in every bedroom, hallways near bedrooms and on every level of the home.

SMOKE ALARMS ARE NOW INTERCONNECTED!

When one alarm detects smoke, all alarms will start sounding for your protection.

Servicing of Smoke Alarms

1300 Smoke Alarms are the service provider that checks and maintains the smoke alarms in your property. We will attend to service all alarms once a year, within 30 days prior to a lease change or renewal. An entry notice will be issued for our attendance.

Tenant Responsibilities

You are required to ensure alarms are not removed, not painted or covered over. They must not be tampered with to ensure they remaining working at all times to ensure your safety in the event of a fire. It's the tenant's responsibility during the tenancy to replace any batteries if you find them flat.

Tenant Help

In the event of beeping or sounding smoke alarms, we have a Tenant Help Fact Sheet at <https://1300smokealarms.com.au/tenant/>

If you are still experiencing issues after reading the Help Fact Sheet, please contact your property manager during business hours to book a service to rectify.

In the event after hours support is required, call 1300 766 532.

Smoke Alarm Tenant Tips



Why do smoke alarms false alarm?

Here are some factors to consider if a smoke alarm is beeping and how to fix it.

POWER ISSUES



Power issues can cause the smoke alarm to activate. Unstable power or power interruptions can cause electrical spikes in the circuit, this may cause the smoke alarm to beep or alarm for a short period of time.

Tenant Tip. Wait for the power surges to finish as the smoke alarms should reset. You could also try resetting the power by turning the lighting circuit on and off in the electricity box.

AIR MOVEMENT



High air movement can cause the smoke alarm to false alarm.

Tenant Tip. Ensure that portable fans, heaters, radiators and air conditioning ducts are away from smoke alarms.

RIPPLE FREQUENCY



In some areas of Southern Queensland, Central Coast NSW and Sydney, electricity suppliers are injecting an off-peak signal onto the network to remotely control devices like hot water systems and street lighting. These ripples usually occur in the early hours of the morning and can cause smoke alarms to beep or activate.

Tenant Tip. Take note of the times this is happening. If this beeping is occurring at a similar time each day/night this could be the cause.

HIGH HUMIDITY



High humidity could be causing the smoke alarm to false alarm. Water vapours can develop inside the smoke sensor causing smoke alarms to react the same way as it does smoke. Once humidity reaches 85%, false alarms could frequently occur.

Tenant Tip. In high humidity, use a hair dryer to blow warm air through the smoke alarm to assist with drying out any moisture build up.

TENANT SUPPORT



If you are still experiencing issues after reading these tenant tips, please contact your property manager to book an inspection to rectify.

Alternatively you may contact our tenant 24/7 online support at www.1300smokealarms.com.au/tenant and follow the instructions.

INSECTS AND DUST



Insects and dust are a common cause of false alarms.

Tenant Tip. You can clean/vacuum your smoke alarm to remove any loose dust or dirt that may be inside the unit. You could spray the base plate area using insect repellent or wipes to deter insects (do not spray directly at alarm)

STEAM



Steam from bathrooms and laundry can cause a smoke alarm to activate.

Tenant Tip. Alarms that are located close to bathrooms and laundries can false alarm. Ensure you close bathroom doors when showering and laundry doors to avoid the steam and humidity triggering off the alarms.

COOKING FUMES



Cooking fumes can cause a smoke alarm to activate especially when the smoke alarm is located too close to the kitchen.

Tenant Tip. Alarms that are sensitive to cooking fumes and toasters can be a real issue. Try moving the location of the toaster, use the exhaust fan when cooking and/or open windows and doors. Use the hush button on the alarm to disable for 10 minutes until the cooking fumes disappear.

WEAK BATTERIES



Weak batteries will cause beeping and increase the chance of false alarms.

Tenant Tip. If this occurs during a tenancy, replace with a new battery. Always use good quality, reliable batteries and ensure that they are inserted the correct way with firm contact on the battery terminals.