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Systems for Education

With many demands placed upon education establishments, imagine the benefits of being able to source all your building systems from one supplier. PEL Services is unique in being able to offer fully tailored integrated packages to fulfil your needs:

- ✓ ***Economy of scale***
- ✓ ***Dedicated Project Management***
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Systems for Education

		Reception	Circulation Routes	Assembly Hall	Sports Hall	IT Suite	Classrooms	SEN Suite	Staff Areas	Changing / WC	External Areas
Fire & Security	Fire Detection & Alarm	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Voice Alarm	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Disabled Refuge Call		✓					✓			
	Access Control	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	CCTV	✓	✓								✓
	Class Record					✓	✓	✓			
	Intruder Alarm	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Panic Attack Alarm	✓						✓			
Sound & Communications	Public Address	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Sound Field					✓	✓	✓			
	Class Change	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Assistance Call							✓		✓	
Music & Media	Pro Audio			✓	✓						
	Sound Reinforcement			✓	✓						
	Background Music	✓	✓								
	Digital Signage	✓	✓								
	Stage, Theatrical & Effects Lighting			✓	✓						
	Interactive White Boards					✓	✓				
Maintenance & Service	Routine Service & Maintenance agreements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Emergency Call-Out 24/7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Telephone Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Fire Risk Assessment (RRO)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

System Overviews - Fire & Security

Fire Detection & Alarm

Classification

Dependant upon the building format, its purpose and risk factors, Fire Detection & Alarm systems must be designed to meet one of a number of classifications as defined in British Standards (BS 5839 Part1) i.e. L1, L2, L3 & L4 (life related) and P1, P2, P3 & P4 (property related). The appropriate classification is identified by the Fire Risk Assessment (undertaken by a nominated 'responsible person') and usually with input/agreement from the building's insurers.

Legislative Responsibilities

The core legislation is 'The Regulatory Reform (Fire Safety) Order 2005'. Since October 2006 Fire Certificates are no longer issued, placing accountability for fire safety upon the 'responsible person' for the premises.

Accountability does not end once the system has been installed, as the 'responsible person' must have an ongoing 'system of maintenance' to ensure 'efficient operation and good repair'.

Selecting The Right Organisation

With such serious accountability and responsibility placed upon the 'responsible person', choosing the right specialist organisation to design, install, commission and provide ongoing maintenance has never been more important.

The specialist organisation must have:

- A comprehensive design capability incorporating a thorough knowledge of BS 5839 to ensure full compliance
- Project Management overseeing a skilled workforce to ensure the fire detection & alarm system is installed to design and compliant with BS 5839 and BS 7671
- Commissioning procedures to prove correct operation and design check with regard to BS 5839, including identifying and eliminating potential for false alarms
- Comprehensive records, certification and training for the customer's 'responsible person' for user operation, testing and record keeping
- A network of service engineers to provide ongoing support and maintenance

Further Information

PEL Services will be pleased to offer advice and guidance for working within the legislative framework and provide the necessary training and tools to ensure the fire detection & alarm system does not become a burden. PEL Services can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pelfire.co.uk or www.pel.co.uk

Reference

- BS 5839 Part 1 - copies may be purchased from: www.bsigroup.co.uk
- The Regulatory Reform (Fire Safety) Order 2005 (Statutory Instrument 2005 No. 1541) view online: www.opsi.gov.uk/si/si2005/20051541.htm

Voice Alarm

What is Voice Alarm

The term 'Voice Alarm' (VA) refers to a sound system that is designed specifically to broadcast emergency messages as the primary means of evacuation. It is used as the alarm section of a fire detection and alarm system in place of bells or electronic sounders. Bomb alert or other security (e.g. intruder detection) systems, whether manually or automatically triggered, may equally use VA to broadcast appropriate emergency messages.

Why use a VA System?

Experiments have shown that people react almost immediately to broadcast emergency voice messages whilst they may take minutes to respond to conventional alarm bells or sounders. Some years ago, an ITV Channel 4 Equinox programme demonstrated this comparison in a cleverly set up trial with two groups of people.

In a VA system, a 'fireman's microphone' can be used in emergency to broadcast clear directions to steer the building's occupants away from danger and the fire crew to the areas where they are needed. A typical voice alarm system will also include pre-recorded (solid state) emergency voice messages which can be manually or automatically initiated, e.g. from the fire detection system or from buttons on the fireman's microphone console. These voice messages normally start with an attention grabbing tone, which may be a recorded version of a bell or a single or two-tone siren.

Where there is a need to evacuate the premises in phases, e.g. in multi-storey buildings to avoid congestion within exit routes, VA systems are particularly suitable. They can incorporate the required range of Alert and Evacuate messages, which may be zone (floor) specific, and allow for the delays involved in the phasing of the building evacuation. Generally, in such phased evacuation arrangements, there is a requirement for 'Evacuate' messages to 'spread' throughout the building in phased steps, overriding existing 'Alert' messages.

For appropriate locations, e.g. international airports, hotels or railway stations, there is the possibility of the broadcast messages being in more than one language.

How does a Voice Alarm System differ from a Normal Public Address System?

The main difference between these two types of audio system is that a voice alarm system forms part of a life safety system and therefore has to be of high integrity, whereas a public address system may broadcast merely routine messages and background music. For obvious reasons, the VA system must be designed to be capable of good broadcast intelligibility.

All critical audio and control paths through the VA equipment must be monitored continuously for correct operation. This means that the whole system needs to be monitored from every 'secure' sound source (i.e. fireman's microphone capsule or pre-recorded message generator) right to the ends of all the loudspeaker lines.

As part of a fire detection and alarm system, a VA system should have at least one fireman's microphone, which will have the highest priority of broadcast. This overriding pre-recorded emergency messages or any other less important sound sources. Such a priority arrangement is thus an essential part of a VA system.

A back-up power supply is needed. VA systems normally operate from 240V (now nominally 230V) single phase, 50Hz a.c. mains supplies and have rechargeable batteries providing a 24V D.C. power supply, which takes over automatically in the event of mains failure.

Because the System relies heavily on the correct operation of power amplifiers, often handling high power loudspeaker loads, it is very desirable to include at least one standby amplifier, which would normally be switched in automatically upon the failure of any of the 'duty' amplifiers.

Another recommended safety factor is the use of more than one loudspeaker circuit in a loudspeaker zone. If there were one circuit only in the zone, a short-circuit fault would cause complete loss of broadcast to that zone. In a 'conventional' fire alarm system, under such a fault condition, a distant sounder might be heard but a VA system requires voice messages to be heard and understood. This 'dual circuit' arrangement should apply in medium to large installations; in smaller systems, one loudspeaker line per zone may be adequate.

Reference

- Visit PEL Services online: www.pelfire.co.uk or www.pel.co.uk
- BS EN 60849 - copies may be purchased from: www.bsigroup.co.uk
- BS 5839 Part 8 - copies may be purchased from: www.bsigroup.co.uk

Diabled Refuge Call

What is Disabled Refuge Call?

In an emergency situation it may not be possible for people with certain disabilities to evacuate a building without assistance. For this reason buildings are increasingly designed to accommodate refuge areas where disabled persons can go to be relatively safe until a rescue can be mounted or the emergency has passed.

Refuge Call provides a dedicated secure speech link between refuge areas and a main control panel, typically situated at the building entrance. This arrangement allows two-way calling facilities and speech communication between the person in the refuge and a responsible person at the main control panel.

In effect, Refuge Call is an intercom system, but because of its status it needs to be:

- Capable of monitoring itself for faults that may impede its operation
- Capable of working during power failure by use of its own internal power supply
- Resistant to the effects of fire, particularly the cabling used in installation

Design Considerations

The building layout and refuge areas govern the design of a Refuge Call system. In addition it is common practice for Refuge Call outstations to be positioned on stairwells on every landing, with the exception of those floors with level access to the outdoors.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Reference

- BS 5839 Part 9 - copies may be purchased from: www.bsigroup.co.uk
- BS 9999 - copies may be purchased from: www.bsigroup.co.uk

System Overviews - Fire & Security

Access Control

Types of Access Control

Many different systems come under the banner of access control and they range from simple door key-code systems, to large database driven systems providing control over large complexes.

- Single Door Access Control

Where one or two doors may need access restricted to certain personnel, a simple key-code door lock may be sufficient. Alternatively, where it may be undesirable to ask people to remember a code and keep it secret, a card system may be more suitable. Simple programming onto cards can allow or deny access when the card is presented to the reader to release the door. Lost or stolen cards may be removed from the system so they no longer work. Key-fobs are also available and work in the same manner as cards.

- Multiple Door Access Control

Where many doors/areas warrant restricted access, especially where many people need to move around the areas, networking the card access doors provides significant benefits.

PC database software can store comprehensive details of personnel, including the card number issued to them. The system may be programmed to allow or deny the person access to individual doors/areas within the complex – including on a time and date basis if required. Access rights are immediately updateable via software should circumstances change.

The individual door readers also log which cards have been presented to them and report back to the database recording time and date.

Should the network be disrupted or the PC not be running, all doors will continue to operate normally but will log transactions and update the PC database once it is returned online.

Door Entry & Video Door Entry

For visitors calling at a building entrance an intercom system provides an easy way for reception to talk to the caller for verification purposes and remotely open the door to grant access if desired. Video Door Entry provides much the same convenience but with the added visual security to verify the caller. In addition, a snapshot of the caller can be stored for recall later if desired.

For members of staff a key-code, card or key-fob can be provided to grant access without calling reception.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Reference

- BS EN 50133 - 1 - copies may be purchased from: www.bsigroup.co.uk
- BS EN 50133 - 7 - copies may be purchased from: www.bsigroup.co.uk

CCTV

Effective CCTV Systems

Due to advancements in technology even low-cost CCTV systems off improved performance and features that were unheard of even a few years ago. Despite this fact, according to the Home Office and Association of Chief Police Officers Strategy (ACPO) Report:

‘Most footage from CCTV cameras is not of a good enough standard to help identify offenders’ 19th October 2007.

Although being in a camera’s field of view can be an effective deterrent to crime, when recorded footage of an incident needs to be reviewed or be supplied to the police for investigation and further action, the CCTV operator should be confident their footage is of ‘a good enough standard’.

In order for a CCTV system to be effective:

- The designer and operator of a CCTV system must have a clear understanding of its main purpose and how to achieve it
- The equipment specification needs to be of an adequate standard for it to be fit for purpose
- The installation needs to be intelligently designed with regard to siting of cameras and other equipment

System Overviews - Fire & Security

Once a CCTV system is installed, the operator should periodically review the main purpose to ensure that it has not changed or that changes to building use or alterations have not undermined the main purpose of the CCTV. A maintenance regime should be in place to ensure the CCTV equipment continues to operate at its optimum level.

Legislation and Codes of Practice

With the exception of CCTV systems used for household purposes, most CCTV systems are subject to the Data Protection Act, which sets rules CCTV operators must follow when they gather, store and release images of individuals. Information to enable operators to remain within the act is available from:

- The Home Office and the Information Commissioner - overarching guidelines and code of practice
- Local authorities may set further guidelines in line with their own policy
- The local constabulary set guidelines for licensed premises within their area

If you intend to use CCTV evidence in a prosecution at any time, your system and its use must adhere to the Information Commissioners generic code of practice.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Reference

- BS 50132 - 7 - copies may be purchased from: www.bsigroup.co.uk
- Information Commissioner's Office – guidelines and code of practice: www.ico.gov.uk

Class Record

Benefits of Class Record

Being able to record both audio and video, Class Record can greatly assist in the management of today's classrooms. Benefits realised include:

As a teaching aid;

- Personal lesson review to aid personal development
- Archived lessons for examples of teaching best practice
- Assist in teaching observation sessions, especially feedback

For behavioural issues;

- Review classroom incidents
- Protection against false accusations
- Monitoring of personal and school equipment for damage or theft

Flexible Operation

Simple to operate, Class Record can be set to record on demand, automatically on a time and date basis, or triggered by movement – such as when somebody enters the classroom.

Recordings are archived for a user-defined period, after which they will be erased and the resulting space made available for new recordings. If necessary, a recording period can be labelled to save mistaken erasure and a copy made to CD or DVD for a permanent record.

A Class Record system may be contained wholly within each classroom, allowing the class teacher complete control, or on a network basis allowing remote viewing of live or recorded footage from the chosen classroom.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

System Overviews - Fire & Security

Intruder Alarm

What Grade of Intruder Alarm?

One of the most significant aspects of the latest standards, EN 50131, is to define equipment, design and installation into grades. It is important to select a suitable grade to match the risk, in consultation with the insurer of the premises, before installation goes ahead.

- Grade 1 – Low risk, only for domestic properties, aimed at the DIY market
- Grade 2 – Slightly higher risk, most domestic and low risk commercial
- Grade 3 – High risk domestic and most commercial properties
- Grade 4 – Extremely high risk domestic and higher risk commercial

Because educational establishments contain a large variety of I.T. equipment and have long periods when they are unoccupied, often sited in their own grounds, most school premises are typically specified as grade 3.

What Facilities Should I Expect?

The system should be chosen to reflect the size of the premises to be protected, with regard to the quantity of detection devices required (door contacts, passive infrared detectors, break-glass detectors). Many school premises have outbuildings that need to be protected - the use of a radio link facility can provide for this and negates the need for costly groundwork installing cables.

Many establishments have areas of a building that are used outside of normal school hours, a suitable system would be installed to reflect this and allow closed areas to be protected, whilst simultaneously enabling the use of others.

Users set and unset the system via a control pad which is protected by key-code or key-fob. Each user should have their own unique code, allowing restrictions to be placed on the operations they can perform. Additional control pads can be installed for convenience, complementing the building layout and for control over individual outbuildings.

What Alarm Response Can I Expect?

Intruder Alarm Systems, other than 'bells only' systems, have a secure link to an Alarm Receiving Centre (ARC) who will call the nominated key-holder(s) and call the Police who will respond, provided that:

- The system has not been subject to undue false alarms in the past;
- The alarm signal transmitted is of 'confirmed status' as detailed in DD243 and compliant with Association of Chief Police Officers (ACPO) policy.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Reference

- EN 50131 - copies may be purchased from: www.bsigroup.co.uk
- PD 6662 - copies may be purchased from: www.bsigroup.co.uk
- DD 243 - copies may be purchased from: www.bsigroup.co.uk
- ACPO Policy – (all Police forces implement this policy with some regional variations, search your local police website)

Panic Alarms

Not only are panic alarms important for people who might require immediate medical assistance but they can also be critical for rescuing those at risk from physical abuse.

It is important that the risk is thoroughly assessed for an appropriate system to be specified.

What is a Panic Alarm?

Panic alarms may be of a fixed position type or a portable electronic device that is used to trigger an alert – either in the form of an audible alarm or as a remote alert to a monitoring station or other device. As their name suggests, they are used when panic situations emerge that may threaten or endanger an individual or property.

Handheld Types

The user directly controls this type of alarm. In many handheld models a trigger device such as an alarm button, switch or pin, built into the panic alarm device, is pushed or pulled. This causes the panic alarm to produce a loud alert, such as a siren.

This type of alarm is handy enough to be carried in a pocket, attached to a lanyard, or used as a key-fob. They are useful for individuals who wish to use a panic alarm as a self-defence tool to prevent attack and call for help.

It should be recognised that this method relies on the noise produced by the panic alarm to 'scare off' the attacker and that help will only arrive if assistance is within earshot.

Transmitter – Receiver Types

This type of panic alarm is an excellent choice for use within buildings where other persons are trained to respond and provide assistance. The transmitter device is either portable (such as handheld, worn on a lanyard or clipped to the waist) or fixed (such as to a counter, desk or wall).

The receiver is installed within a manned position from which staff can mobilise assistance or, where no permanently manned position exists, receivers installed in strategic positions throughout a building to attract attention upon alert. Alternatively, members of staff can be issued with pagers to ensure they receive the alert.

Operation of the transmitter will send a code to the receiver, which has the option of generating noise or a silent alert and provides information detailing the origin of the alert signal.

Monitored Alarms

Monitored alarms normally need the assistance of a third party to work. They are usually the alarm of choice for lone workers and those who may require emergency medical services. The panic button and transmitter is usually worn. When triggered, it will send a signal wirelessly to a receiver console. The console will then automatically call a preset Alarm Receiving Centre to alert them. From hereon the Alarm Receiving Centre will take a course of action that has previously been agreed.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

System Overviews - Sound & Communications

Public Address

What is Public Address?

The purpose of a public address (PA) system is to broadcast information throughout a given area or areas, which may be heard simultaneously by a number of persons. The source of the sound broadcast is usually situated remotely from the targeted area/s.

In the event that such broadcast is to be heard by all occupants of the area or areas, the public address system will operate on an 'all call' basis. If, on occasions, it is to be directed to a restricted area, it should be able to operate on a 'zone selection' basis.

Such distinction should be determined at the design stage. Whilst it is possible to use a 'zoned' system for 'all call' broadcast, conversely it is not possible to make announcements to selected areas unless the system has been designed from the outset for zone selection.

Why use a Public Address System?

To broadcast simultaneously to all occupants of a given area or areas, either internal or external, any of the following:

- Staff location announcements
- General information
- Coded security announcements
- Time signals
- Pre-recorded messages
- Advertising
- Background music

System Configuration

A public address system typically comprises loudspeakers, amplifiers and modulation sources of various types, which may include microphones, automatic (pre-recorded) message repeaters and plug-in tone generator cards.

Subject to the loudspeaker coverage being suitable for the purpose, such a system may also be used to broadcast background music from an appropriate source or sources, i.e. Cassette, CD, Radio, Hard Disc, Satellite etc.

All modulation sources are connected into the amplifier/s, via appropriate input cards at the pre-amplification stage. The signal emanating from the modulation source is then amplified and fed into the loudspeakers from the output stage of the amplifier.

Amplifiers vary in terms of number and type of inputs, power output and efficiency. The correct selection of amplifier model may only be made once the number and type of inputs are known and the amount of power that will be needed to operate the loudspeakers to achieve the required audibility and intelligibility levels.

It is therefore necessary to agree the overall system configuration before moving on to the selection of specific equipment. What signals need to be directed to which areas, for example, and in what priority?

Having decided the configuration, the task of selecting and positioning appropriate loudspeakers begins. The object of the exercise is not just to achieve a sound level which is loud enough (audibility), it is to produce announcements with good clarity (intelligibility).

Reference

- BS 6259 - copies from: www.bsigroup.co.uk

Sound Field

What is Sound Field?

The use of classroom Sound Field systems in the U.S. has been gaining popularity for more than 20 years, where there has been a growing professional consensus regarding their efficacy. The technology used is not new, but a special application of commonly used devices.

Sound Field systems are basically a localised classroom Public Address system with the inclusion of a wireless microphone. As the teacher talks into the microphone, their voice is transmitted to a receiver/amplifier arrangement and is amplified and broadcast through a loudspeaker array. The loudspeakers are sited in the ceiling or on walls around the room. The purpose of the system is to ensure that the teacher's voice is clearly audible above general noise.

Research has shown that in the average classroom, the teacher's voice arrives at the children 6dB above the general noise. The extra 8 or 10dB of amplification provided by a classroom Sound Field system is sufficient to provide a more suitable speech to noise ratio.

What are the Benefits?

The rationale behind Sound Field is very simple – how well children hear a teacher affects how well they learn. The more they can hear, and the less they have to strain and guess, the better chance they will have of learning their lessons. Many studies in the U.S. have provided evidence showing higher academic attainment and significant improvements in classroom behaviour. Children are less prone to 'tune out' or misbehave.

Where Sound Field is used, teachers appreciate being able to teach all day without straining their voices. This is not a trivial advantage. In one large scale study it was found 20% of teachers suffered from some sort of active voice pathology, with 70% reporting voice problems in the past that caused them to miss work and/or impaired their teaching effectiveness.

What Sound Field Is Not

Classroom Sound Field is not intended for children with moderate or greater hearing loss. These children will still need their own arrangements. However, Sound Field does lend itself to be paired with an Audio Frequency Induction Loop or other arrangement to provide for the hard of hearing.

Sound Field does not eliminate the need for good classroom acoustical design and treatment. Sound Field will not work too well in noisy and reverberant environments.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Reference

- Dr. Ross on Hearing Loss – Classroom Sound Field Systems www.hearingresearch.org
- Local Authority Research Council Initiative (seminar) 'improving the acoustic environment of schools for pupils and teachers' – Bridget Shields, Professor of Acoustics, London South Bank University. Contact PEL for a copy of the PP presentation used in the seminar

Class Change

Using the Fire Alarm

Traditionally in schools a short ring of the fire alarm bells is common practice to signal class change times. This is effective and convenient because fire alarm bells should already be installed to be audible all over the building, being a requirement of the fire detection and alarm standards. Even many of today's sophisticated programmable fire alarm control panels still have a dedicated input to allow schools to use this generally accepted dispensation.

Moving on from a manual push button requiring operation by a vigilant person, arrangements now typically use a dedicated timer capable of being programmed with multiple automatic operations on a time and date basis.

Using Public Address

A more sophisticated means of signalling class change can be accomplished by using public address. Stored speech messages, tones or pips have the advantage of being chosen to be distinct from any other sound, including the fire alarm signalling.

Using a dedicated timer for automatic operation, any combination of sounds or spoken phrases can be recorded and stored for automatic retrieval by the timer and broadcast over the public address system.

If required, class change signalling can be programmed to have priority over, or be mixed with, other public address uses, such as live-speech announcements, recorded general announcements and music.

Dedicated Systems

In some instances, it may be desirable to install a dedicated system. Electronic sounders are inexpensive and many have a choice of different sounds that may be selected to make them distinct from other sounds used within the building.

Consideration with regard to installation cost and disruption may be necessary where it is not suitable to use the fire alarm arrangement and where a public address is not available.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Assistance Call

What is Assistance Call?

Primarily designed for use by disabled persons, Assistance Call provides a means for a person in need to summon help. Assistance call is required by Part M of the Building Regulations for use in toilets and bathrooms that have been designed for use by disabled persons. Other facilities may require, or benefit, from the use of Assistance Call, such as changing rooms and Special Educational Needs (SEN) suites.

Single Zone Systems

In many instances, a single zone system may be sufficient to be a BS 8300 clause compliant emergency assistance alarm. Such a system would consist of:

- Single Zone Call Controller – with battery backed PSU, may be located in a remote staffed area if required
- Remote Reset Point – to be located within alarmed area, provides audio/visual indication for reassurance of operation
- Ceiling Pull Cord – incorporating a red light confidence indicator to signal call has been made, the pull cord has two triangular pull bangles for ease of use by the infirm.
- Over-door Light and Sounder – used to provide additional audible/visual indication of an alarm. Usually located directly outside the toilet or bathroom, above the door.

Multi-Zone Systems

In many buildings it is necessary to provide Assistance Call in more than one room. In such cases it is often desirable to use a multi-zone controller and locate this in a staffed area, such as a reception area. A call from a single system would initiate an audible/visual indication of the origin of the call. The system will only allow a reset via the remote reset point located in the area of call origin.

Other Means of Indication

In buildings where no permanently staffed area exists and Assistance Call indications may not be acknowledged within reasonable time, additional arrangements may be required. Suitable other means may be to link the Assistance Call to the public address to generate a message indicating that assistance is required, or linking to a paging system to alert suitable persons to respond.

Further Information

PEL Services will be pleased to offer advice and guidance and can be contacted on 020 8839 2100. Further information may be found on our website:

- Visit PEL Services online: www.pel.co.uk

Reference

- BS 8300 - copies may be purchased from: www.bsigroup.co.uk
- Disability Discrimination Act
- Care Standards Act
- English Tourism Council's National Accessibility Scheme

SAFEcontractor
The contractor accreditation scheme for business
"Helping you make an assured choice"

System Overviews - Maintenance & Service

Routine Service & Maintenance Agreements

For customers who want an 'all inclusive' system support package, simple to administer and matching a pre-determined annual budget that can be relied upon, 'Fully Comprehensive' maintenance contracts are the ideal solution.

- **Fully Comprehensive**

  As the name implies, all parts and labour are included. Also, any item of equipment that cannot be repaired is automatically replaced within the price.

  Routine maintenance is incorporated on a pre-agreed programme and call processing and engineer response is given priority attention when responding to fault calls.

  Quotations for 'Fully Comprehensive' maintenance contracts can be prepared following detailed site surveys and a review of up to date asset registers. Contracts may then be established that require PEL engineers to attend each premises on a regular basis to conduct routine maintenance testing to meet relevant governing standards.

- **Routine Plus**

  As with comprehensive maintenance, 'Routine Plus' contracts allow for routine maintenance visits on pre-agreed dates and call processing and engineer response to fault calls is also accorded priority status.

  Unlike Fully Comprehensive contracts however, 'Routine Plus' customers pay for all parts utilised as well as any labour beyond that which is allocated to the regular pre-arranged routine maintenance visits.

  Quotations for 'Routine Plus' maintenance contracts can be prepared following detailed site surveys and a review of up to date asset registers. Contracts may then be established that require PEL engineers to attend each premises on a regular basis to conduct routine maintenance testing to meet relevant governing standards.

- **Extended Warranty**

  Systems supplied and installed by PEL are typically covered for twelve months, parts and labour. A service agreement should be put in place from day one that supports the system during the warranty period wherever regular routine maintenance is a requirement.

  Thereafter, the system would either be covered under a 'Fully Comprehensive' or a 'Routine Plus' agreement. The first year charge is therefore relatively modest, particularly when only one or two routine attendances are required.

Emergency Call-Out 24/7

It's essential that systems monitoring and the protection of property and its occupants functions continuously, which is why PEL service engineers support fire, security and communication systems, anywhere in the UK and Eire, every hour of every day.

Customers can be supported to any response level depending upon the form of Maintenance & Service agreement selected.

Telephone Support

It is often the case that the customers require support and advice without wanting an engineer to attending site. PEL can offer support and advice over the telephone from engineers who are experts in their field.

Customers who take advantage of our emergency call-out facilities can seek support from a knowledgeable engineer out of office hours, 24/7, who is prepared to visit site if requested.

Fire Risk Assessment (RRO)

The Regulatory Reform (Fire Safety) Order 2005 (RRO) requires that you carry out a Fire Risk Assessment on your premises. As of October 2006 Fire Certificates will no longer be issued for non-domestic premises, the Fire Risk Assessment effectively replaces this.

The changes in the legislation place the accountability for fire safety upon the person responsible for the premises. To ensure that you comply with the law and have fulfilled your responsibilities PEL Services can appoint an independent Fire Risk consultant to carry out your Fire Risk Assessment.

The service includes:

- Fixed price consultancy service
- Full evaluation of the fire precautions on your site
- A review of the site management procedures and emergency planning
- Evaluation of the specific fire risks
- A detailed report, presented in person, on the findings in an easy to understand format
- Full support and guidance on any improvements required

Full details of the Regulatory Reform (Fire Safety) Order 2005 are available at www.opsi.gov.uk/si/si2005/20051541.htm

Thousands of premises benefit from PEL maintenance & service support, including those of:

- W H Smith
- Reading Borough Council
- Mothercare
- Sheffield City Council
- Debenhams
- Windsor & Maidenhead Council
- Zara
- Wokingham Borough Council
- Esprit
- Oxford City Council
- B & Q
- Housing 21
- Slough Borough Council
- Hugo Boss
- London Borough of Harrow
- Deutsche Bank
- Nomura International
- Mid Essex NHS Trust
- Barclays Bank

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