Folknoll Group Ltd.
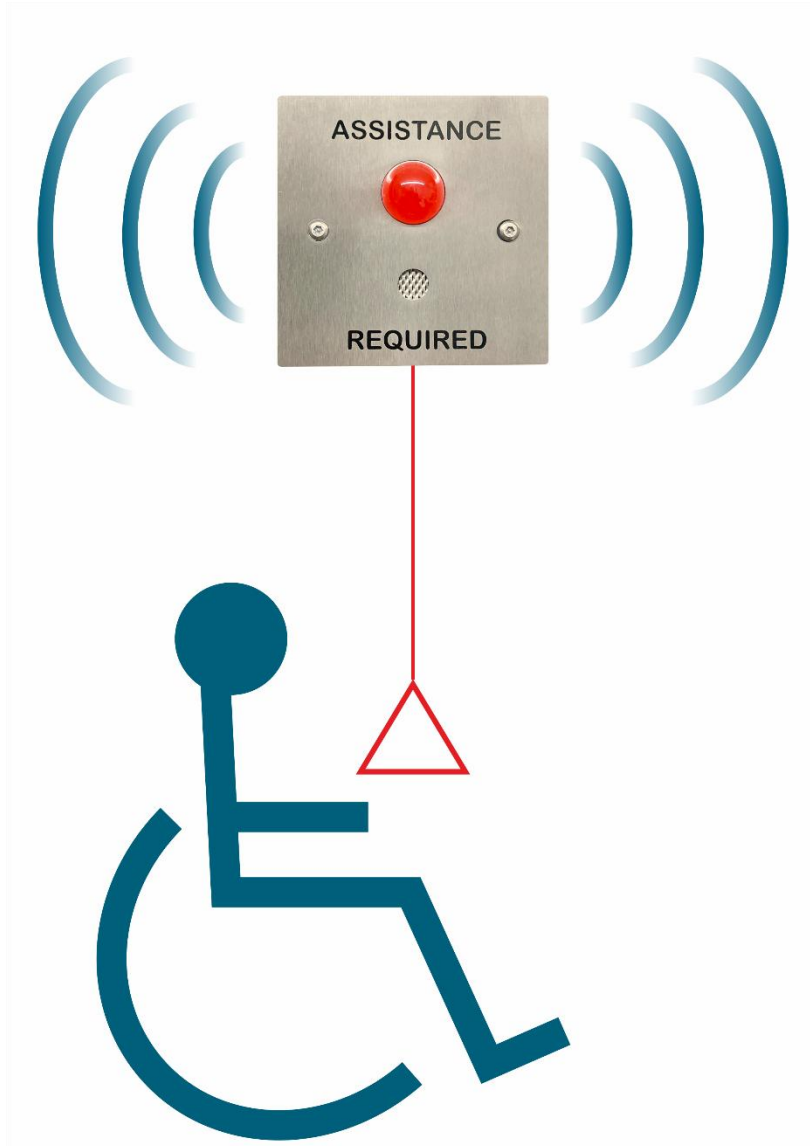
EMERGENCY ASSISTANCE ALARM SYSTEMS

BS 8300 AND DOCUMENT M COMPLIANT

TOUGH, VANDAL RESISTANT

IDEAL FOR PUBLIC USE

THIS DOCUMENT

This document is the Product Information data sheet for Folknoll Group Ltd Emergency Assistance Alarm systems.

ISSUE	DATE	DESCRIPTION
V 1.00	04.01.2017	Original.
V 1.01	14.01.2017	Telephone reset updated.
V 1.02	20.02.2017	Images updated; combined systems updated.
V 1.03	20.10.2017	Antimicrobial options added, assist changed to assistance and document M compatibility added, wheelchair alarm strip changed to antimicrobial care, pilot alarm strip added.
V1.04	03.01.2018	Images of indicator panel with mute button changed to images of indicator panel with acknowledge button, text changed to acknowledged remotely, etc.
V1.05	13.08.2018	Simple network interface (SNI) added, NIOS updated, discreet alarm strip removed, text changed to emergency assistance.
V1.06	14.06.2019	Updated for BS 8300-2:2018
V1.07	28.01.2022	Braille and tactile text available on request added to Typical Alarm System
V1.08	09.01.2025	NIOSPro added, NIOS removed, SNI removed, POTS removed, images updated to reflect current products

ABOUT FOLKNOLL

We are a UK based design, manufacturing and installation company. We have been producing communication, alarm and control systems since 1975. All of our products and systems are designed for toughness, reliability, easy installation, simple configuration, straightforward operation and low maintenance. As original manufacturer, all of our product ranges can be customised to suit your application. Including custom engraved panels, additional features and special systems.

GET IN TOUCH

Please contact us for further information about our wide range of products and services and find out how we can provide a solution for you.

ADDRESS:	**Old North Rd, Royston HERTS, SG8 5TD, UK**
TEL:	**+44 (0) 1763 234567**
EMAIL:	**sales@folknoll.co.uk**
WWW:	**www.folknoll.co.uk**

CONTENTS

1 WHAT IS AN EMERGENCY ASSISTANCE ALARM?

An emergency assistance alarm is a system that allows persons in distress to call for help. Assistance systems are typically located in accessible toilets, bedrooms, showers, etc. providing extra security and reassurance for users of these facilities. On larger sites, local systems may also be monitored at a remote permanently staff location to ensure a response to alarm activation.

TYPICAL LOCAL ALARM SYSTEMS

A typical local system comprises a pull cord and reset button located inside a room or alarm zone, with a beacon / sounder mounted outside the room / zone to alert staff and indicate the source of the alarm. There may also be an acknowledge button mounted outside the room to accept the alarm and indicate help has arrived.
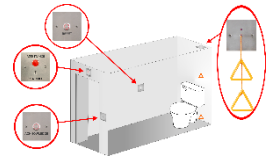
PULL CORD AND BEACON SOUNDERS

If assistance is required, the user pulls the cord. The system initiates and alarm and activates the beacon / sounder outside the room.

REMOTE MONITORING

If the site has remote monitoring, operator consoles or indicator panels are installed in permanently staffed areas, e.g. reception desks. These devices are also activated when an alarm is initiated

DOCUMENT M ACKNOWLEDGE

Acknowledge buttons may be fitted outside the room and / or at a central monitoring location. When responding to an alarm call, staff use this button to mute sounders, reassuring users that the call has been received and help is on the way.

RESETS

Resets are used to cancel the alarm. To comply with BS8300-2 resets must be installed within alarm zones, encouraging staff attendance.

AUDIO

For very large and high-end sites it can be benificial to offer integreted intercoms. If the operator is able to communicate with the user, a more efiicient targeted response can be organised.
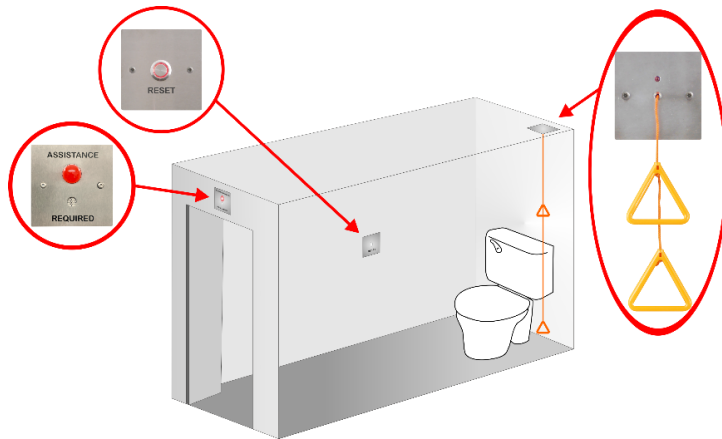

AT FOLKNOLL

We offer a wide range of standard and custom emergency assistance alarm modules in a variety of styles and finishes.

ENABLING US TO BUILD THE RIGHT SYSTEM FOR YOU!

2　BASIC ALARM SYSTEMS

For locations with minimal requirements, we recommend our cost-effective basic systems. This is a simple to install and operate, panic or similar alarm systems.

OUR BASIC ALARM IS NOT BS 8300-2 COMPATIBLE

Cost-effective

Tough, vandal resistant fittings
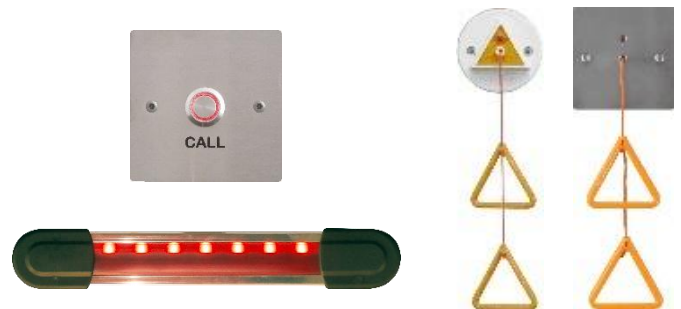
Screw terminal connections

Range of activators

Range of alarm annunciators

IDEAL FOR PUBLIC PLACES

RANGE OF ACTIVATORS

Folknoll supply a large range of pull cords, call buttons, alarm-strips and other activators for basic alarm systems. Basic alarm zones may have multiple activators increasing accessibility for potential users.

RANGE OF ANNUNCIATORS

We also offer a large range of beacon / sounders. If required, multiple devices may be used in a single zone.

BASIC RESET/ ZONE CONTROLLER

Our basic reset units offer a reset button and a basic alarm zone controller on a single gang plate. These buttons are usually mounted within an alarm zone, to encourage staff attendance in response to an alarm. For larger sites, basic reset units can be interfaced to our remote monitoring systems to provide central monitoring at more practical locations.
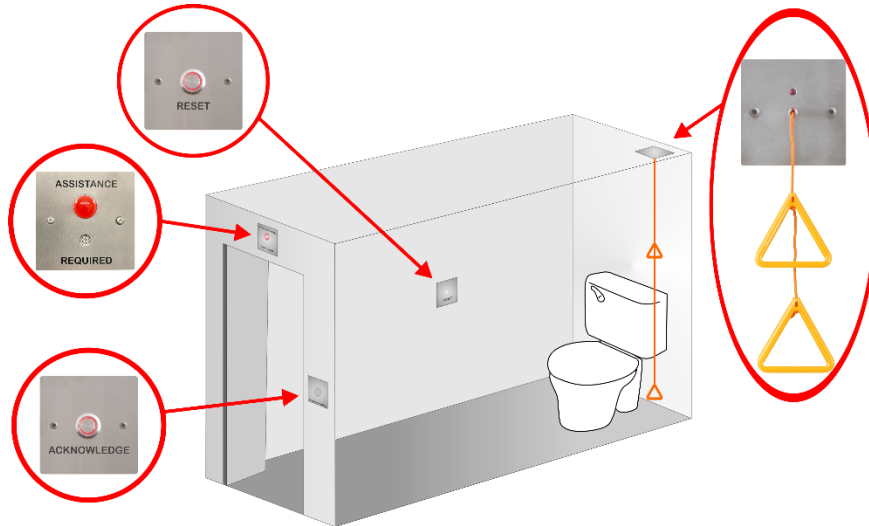

POWER SUPPLY UNIT

Our basic alarm systems are offered with a battery backed PSU to maintain operation in the event of a mains supply failure

3   BS 8300-2 ALARM ZONES

For locations that require compatibility with BS 8300-2 and document M we recommend our fully featured enhanced alarm system.

Tough, vandal resistant fittings

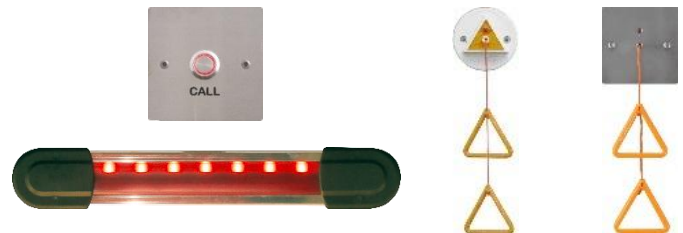**BS 8300-2 compatible**

Document M compatible

Timed acknowledge function

IDEAL FOR PUBLIC PLACES

SAME RANGE OF LOCAL ACTIVATORS
Our enhanced alarm system is compatible with the same basic range of pull cords, call points, alarm strips etc.

Note for compliance, activators must be installed in accessible locations as described in BS 8300-2

SAME RANGE OF BEACON SOUNDERS
Our enhanced alarm system is also compatible with the same range of beacon / sounders and other indicators.

Note, document M requires 'the emergency assistance call signal outside the toilet compartment is located so that it can be easily seen and heard by those able to give assistance;'. To comply with this requirement one or more beacon / sounders should be located outside the room / alarm zone. Depending on the layout of the site, remote monitoring may also be advisable, please refer to later sections for options.

ENHANCED RESET / ZONE CONTROLLER
Our enhanced reset unit offers a reset button and a fully BS 8300-2 compatible emergency assistance alarm zone controller on a single gang plate.
Note for standards compliance, reset buttons are mounted within an alarm zone to encourage staff attendance in response to an alarm.

ADDITIONAL ACKNOWLEDGE / ACCEPT FUNCTION
Document M requires 'visual and audible indicators to confirm that an emergency call has been received;'. Our enhanced system offers an acknowledge button allowing staff to 'accept' alarms. When an alarm is acknowledged, /s stop flashing and sounders are muted, reassuring users that help has arrived and making verbal communication easier.

4   ILLUMINATED ALARM STRIPS

Illuminated alarm strips offer a great alternative to pull cords. Strips are more vandal resistant and avoid the risks associated with using pull cords as ligatures. Strip illumination (which is battery backed) indicates alarm state and draws attention to the strip this is a significant advantage if the mains fails in a darkened alarm zone.
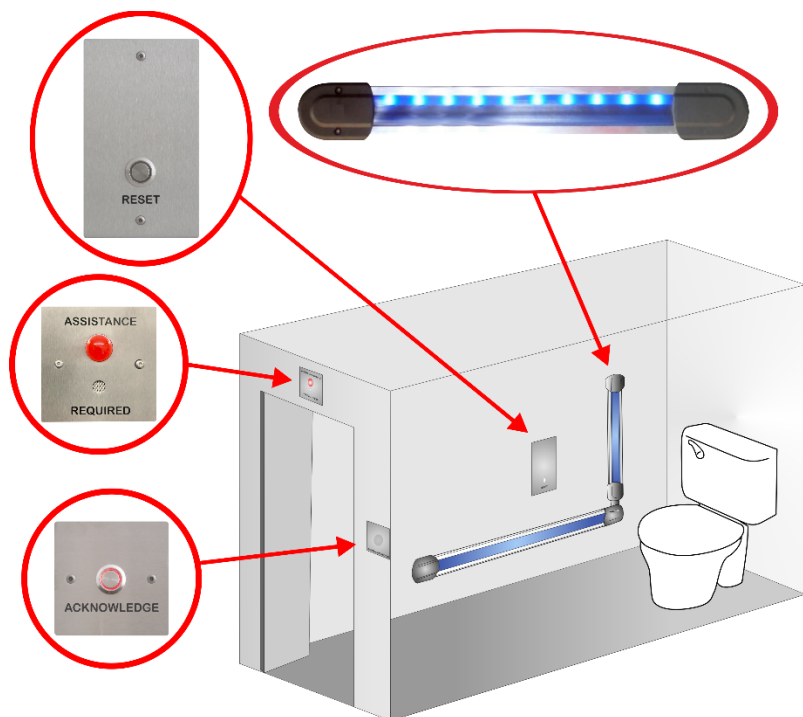
BS 8300-2 compliant

Illumination - indicates alarm state

Range of colours, specialized profiles

Acknowledge function

Fault monitoring

Range of annunciators

IP67 and antimicrobial available

IDEAL FOR ANTI-LIGATURE ENVIRONMENTS

ALARM STRIPS

Alarms are activated by pressing a strip anywhere along its length. Strips can be installed on long walls, staircases, etc. covering a much greater area than a single pull cord. Multiple strips can activate the same alarm, allowing systems with strips on separate walls and parallel strips at different heights.

MOUNTING

Alarm strips can be mounted horizontally, at an angle or vertically. Brackets, corners, bends, etc. are available for changes in direction.

RANGE OF STRIPS

We offer a range of colours, illumination, IP rating and antimicrobial options in two profiles:

- **Care**: Wheelchair-resistant profile, for low-level mounting in public locations.
- **Safe**: Standard profile, for mounting at higher level, 'easy-to-press', ideal for attack alarms.

IP67 variants are available for pools, saunas, showers, etc.

5 REMOTE ALARM MONITORING USING DEDICATED CABLES

Ensuring alarms are noticed and responded can be a real problem in some environments, e.g. noisy factories or seldom used quiet stairwells. For this reason Folknoll offer remote monitoring, reporting alarms where people will notice them.
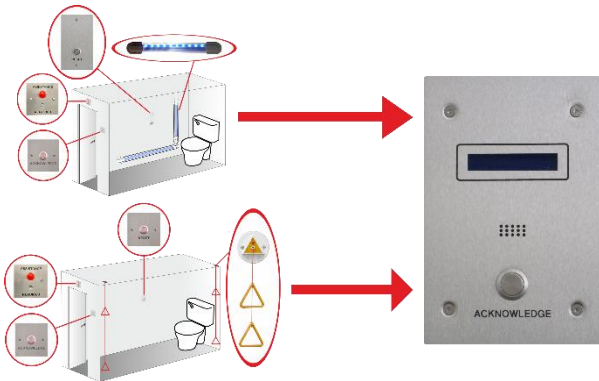
Tough vandal resistant indicator panels (Suitable for installation in public areas)

Audible alert and alarm source indication

Remote alarm acknowledge / local mute function

Fault monitoring available

IDEAL FOR LARGER SITES

SIMPLE MONITORING

We offer simple standard and custom LED indicator panels with integral sounders to alert staff. These can be mounted in reception areas or anywhere that is permanently staffed to ensure the alarm is noticed.


FULL FEATURED MONITORING

For larger sites we also offer a range of LCD panels. These panels have a built-in sounder to alert staff and an LCD to indicate the location of the alarm. Options include mute, acknowledge buttons, keyed switched reset, additional beacons.

For document M compatibility we usually recommend the acknowledge button option, offering a means of activating alarm zone 'visual and audible indicators to confirm that an emergency call has been received'.

CUSTOM PANELS

We also offer a custom panels service, offering specially designed for your requirements with custom room names, site plans and specialised functionality.
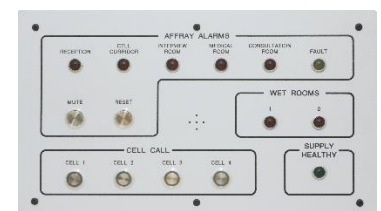
6   REMOTE ALARM MONITORING USING RS485

Our remote alarm monitoring systems can be extended to monitor up to 256 alarms using devices from our RS485 range.
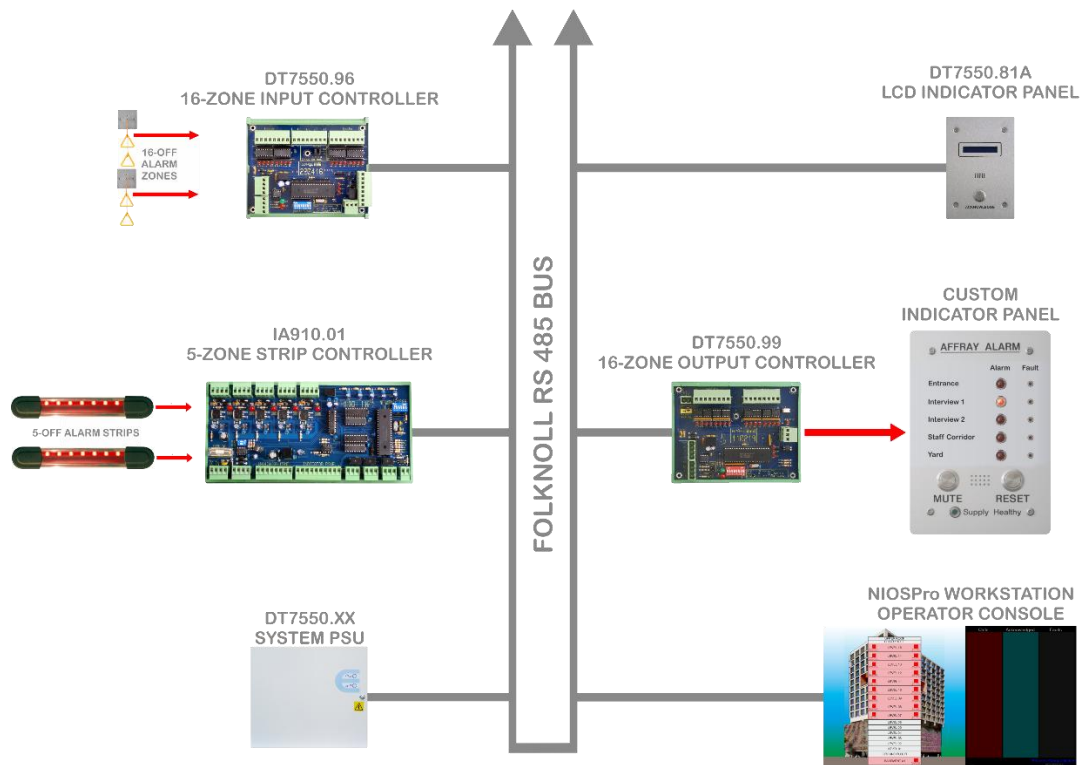
Up to 256 alarms

Single, 16-zone, and alarm strip input controllers

Standard LCD indicator panels and custom LED indicator panels

Optional alarm acknowledge / mute function

Optional fault monitoring

EXPANDED MONITORING OPTIONS

RS485 range is fully compatible with our new pc workstation as well as the dedicated cabling range of standard and custom indicators.

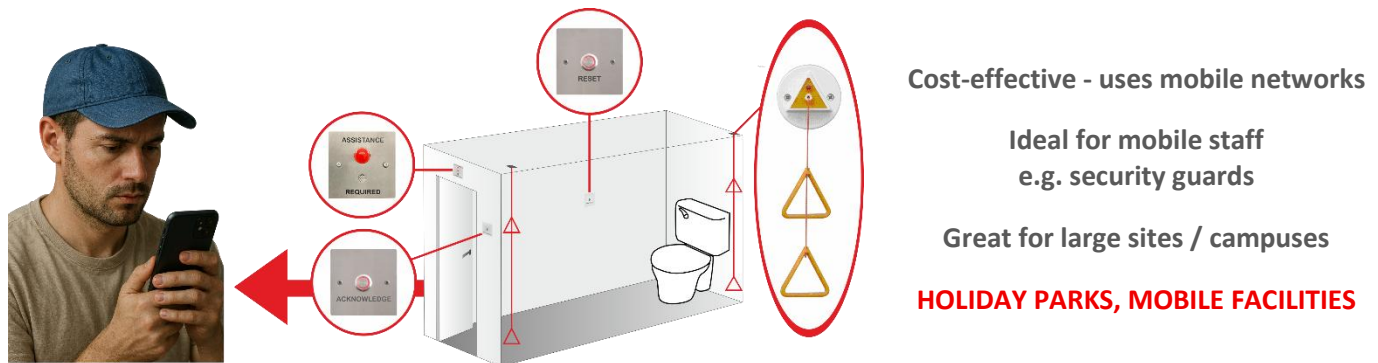# 7 REMOTE ALARM MONITORING OVER CELLULAR NETWORK

Our SMS and voice messaging systems take advantage of standard mobile phone networks, saving on installation costs and giving staff freedom to roam - great for remote location and large sites with mobile staff.

Cost-effective - uses mobile networks

Ideal for mobile staff
e.g. security guards

Great for large sites / campuses

HOLIDAY PARKS, MOBILE FACILITIES

SEND A PRE-CONFIGURED SMS MESSAGE
On alarm activation and reset an appropriate message is sent to a mobile phone or any device capable of receiving an SMS. The message can be configured as required so sites with multiple alarms can use meaningful descriptions e.g. "Spa Shower". To comply with BS 8300-2 and to offer the user reassurance a remote acknowledge feature is available.

SEND A PRE-CONFIGURED VOICE MESSAGE
On alarm this system sends a pre-recorded audio clip to a telephone number. In this case the receiving device does not need to be SMS capable, so messages may be sent to a standard desk phone or similar. This system is ideal for a reception or similar permanently staffed office.

INTEGRATE A MOBILE PHONE INTERCOM
Our integrated mobile phone intercom solution automatically makes a cellular network voice call on alarm. This may be a mobile or desk / VOIP phone call. Staff can talk to the user to understand the issue and organise an appropriate response – this can save time and result in a better user experience particularly in larger sites where response times may be longer.

RETRY STRATEGIES
Depending on the system used, we offer a variety of telecom company compatible retry strategies to try to ensure messages are received and acknowledged. Please contact Folknoll for details.

EASY EXPANSION
Unlike standard monitoring systems, either of these systems can be expanded by adding a new independent alarm zone. No additional networking cabling is required.

NO ADDITIONAL INFRASTRUCTURE REQUIRED
If there is mains power and a reasonable mobile signal we can offer a BS 8300 compatible solution without additional expensive communications infrastructure.

GREAT SOLUTIONS FOR MOBILE / TEMPORARY FACILITIES SUCH AS FESTIVALS, EXHIBITIONS, SHOWS, ETC.

8 REMOTE ALARM MONITORING OVER IP WITH AUDIO

We also supply emergency assistance alarms with integrated IP intercoms. This system takes advantage of existing fixed infrastructure to reduce installation costs whilst offering a fully featured system with features such as recording and time of day call routing etc.
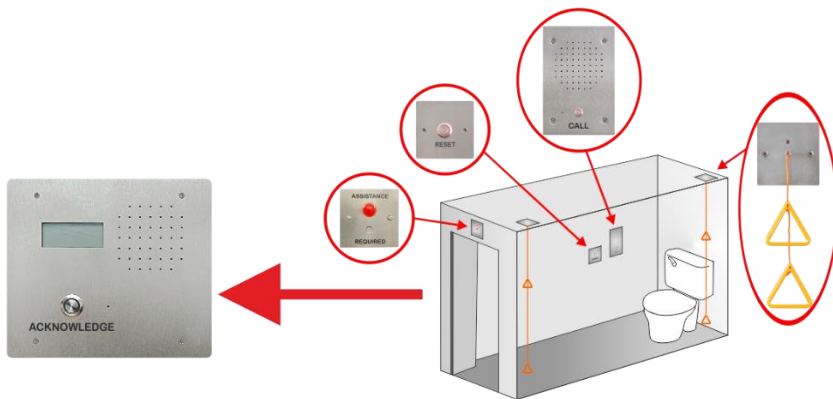
Cost-effective – uses existing networks

LCD panel style operator station

Ideal for permanent sites with good infrastructure

TRANSPORT HUBS, HOSPITALS, HOTELS

ENHANCED LOCAL ALARM SYSTEM

The local alarm zone operates as a complete stand-alone BS 8300-2 emergency assistance alarm with a battery backup power supply. If the mains supply or network fails the local alarm zone will continue to operate as a fully functional local alarm system.

INTEGRATED INTERCOM

If an alarm is activated the local beacon / sounders are activated, at the same time a call to an operator is automatically initiated. Calls can be routed to multiple operators and automatic routing changes can be made to route calls to different operators at different times. When the call is answered the local zone sounders are muted allowing the operator and user to communicate effectively. The alarm is reset / cancelled by pressing the reset button within the alarm zone.

HUGE SYSTEMS

This system is a **COST-EFFICIENT** solution for small systems with one or two alarm zones and large systems with over a 1000 alarm zones.

CUSTOMIZATION

Like all our products the IP Intercom range can be fully customised to your requirements.

NO ADDITIONAL INFRASTRUCTURE REQUIRED

Takes advantage of existing networks to reduce installation costs.

A GREAT SOLUTION FOR PERMANENT STRUCTURES WITH MODERN INFRASTRUCTURE

9 REMOTE ALARM MONITORING USING NIOSPRO

Our IP based alarm monitoring system uses existing network infrastructure to save cabling, transmsision costs, etc.
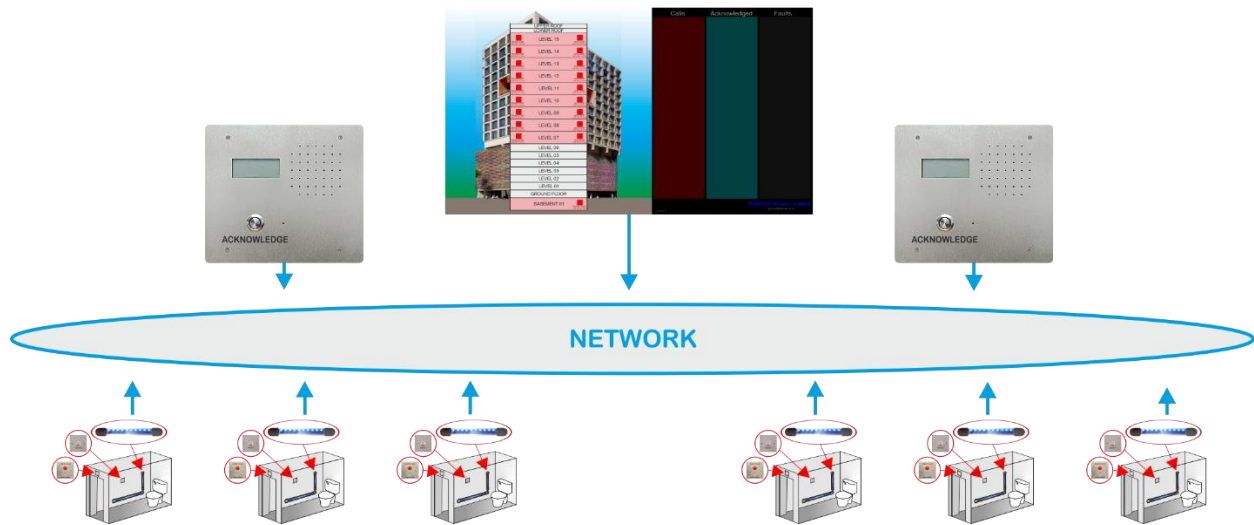
Uses existing or dedicated network

Add remote monitoring to existing systems

Construct new systems with minimal cabling

Ideal for large sites, or multiple locations

LARGE SYSTEMS
Up to 200 alarms. 20 Workstations and 20 displays. Ideal for large buildings or multi-site establishments.

COST-EFFECTIVE
Takes advantage of existing infrastructure to reach existing awkward locations and provide alarm monitoring throughout the site. Saves on cabling, transmission, installation, maintenance costs and conforms with modern building cabling practices.

FULL SYSTEMS
Our systems offer a whole host of options, IP interfaces, workstations, event logs PCs, additional I/O, zone beacons, etc.

9.1 NIOSPRO ALARM SERVERS

NIOSPro-PSU-SVRX: is a range of combined alarm controllers with network interfaces house in a battery backed local alarm system PSU.

Alarm controller, network interface and local PSU

Can operate as BS-8300 compatible emergency assistance alarm

1, 2, 3, and 4 zone options

System operates locally, if network fails

Fully battery backed in case of mains fail

PSU-NIOSPRO-SVRX: LOCAL ALARM CONTROLLER AND NETWORK INTERFACE IN PSU

Our NIOSPro range includes a number of wall mount PSUs with integral alarm controllers. These offer complete battery backed control systems for one or more local alarm zones. These comprise one or more independent controllers and optional backup batteries, housed in lockable steel enclosures. The fully featured integral alarm controller(s) are completely compatible with our NIOSPro networked alarm monitoring system, so these alarm zones can be monitored throughout the network using our NIOSPro Displays and Workstations. Please refer to our NIOSPro Controller, Display and Workstation documentation.

AN EXAMPLE PSU-NIOSPRO-SVR2 INSTALLATION
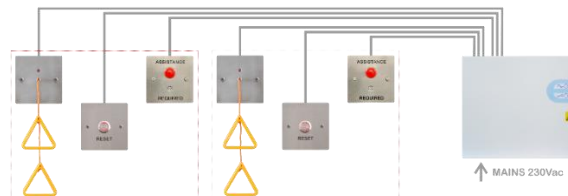
For example, consider a local system comprising 2-off toilets, e.g. Ladies and Gents, each with pull cords, beacon / sounders and reset units. A single PSU-NIOSPro-SVR2 could be used to provide two independent alarm zone controllers in a single wall mount enclosure. In this case, each alarm could be activated independently; and the monitoring equipment would report which of the two alarms have been activated.

Local systems are not limited to one pull cord, one beacon / sounder and one reset. NIOSPro controllers are comptable with our full range of call points, beacons / sounders, alarm-strips, etc. Mutiple devices of each type may be added to a local NIOSPro system. So for example an accessible flat could have a call point and reset in each room to activate a single assitance alarm.

OUR STANDARD OPTIONS INCLUDE 1, 2, 3 and 4-WAY SVRS.
OTHER OPTIONS AND CUSTOM OPTIONS BY REQUEST

9.2   NIOSPRO LCD INDICATOR PANELS

NIOSPro-DISPLAY: our robust stainless-steel indicator panel for tough environments.

Up to 20-off LCD panels in a single NIOSPro system

Fully synchronized with other DISPLAYS and WORKSTATIONS

Shows meaningful messages indicating alarm source, etc.

BS 8300-2 compatible acknowledge

POE or separate PSU

NIOSPro-DISPLAY: LCD INDICATOR PANEL

This is the NIOSPro upgrade for our popular LCD indicator panel. The panel has a new 4-line LCD alarm alarm/fault display and a single illuminated accept/acknowledge button. This unit is usually supplied fully configured and **ready for installation**.

MULTIPLE OPERATORS

NIOSPro Displays are fully integrated into the NIOSPro system architecture allowing multiple synchronised operator stations on a single NIOSPro system. Up to 20-off Displays and 20-off Workstations can coexist on a single NIOSPro system.

ALARM GROUPING

Individual Displays can be configured to report some or all system alarms and so can be used to monitor some or all of the alarms on a NIOSPro system. So, for example, if a site has several buildings and one control room, a system could be configured such that, each building has a local operator, and the central control room has one or more sitewide operators.

POWER

NIOSPro Displays can be powered from battery backed PSU or POE to suit site requirements and power fail strategies. Mains, and battery can be monitored locally.

MOUNTING

NIOSPro Displays can be supplied with custom surface or flush back boxes, please specify when ordering.

CUSTOM FINISHES

Folknoll offer custom finished and annotation for all of our products, please contact one of our design team to discuss your requirements.

NIOSPro: A GREAT SOLUTION FOR PERMANENT STRUCTURES WITH MODERN INFRASTRUCTURE

9.3   NIOSPRO WORKSTATIONS

Our network monitoring software provides a plan-based graphical workstation, with alarm source indication, event logs, fault, mains fail and battery status reporting and other configurable features. Ideal for larger locations and specialist systems.
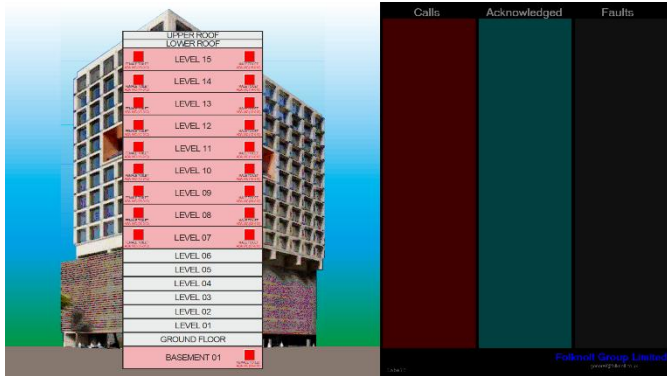
Up to 20-off workstations in a single NIOSPro system

Fully synchronized with other WORKSTATIONS and DISPLAYS

Displays meaningful messages indicating alarm sources etc.

BS 8300-2 compatible remote acknowledge

AIO touch screen, or other PC formats to suit requirements

NIOSPRO-WORKSTATION: PC BASED OPERATOR STATION

This Workstation is the NIOSPro upgrade for our popular NIOS PC Workstation. Our new workstation is based on a standard Windows® PC and is usually supplied fully configured for the target site network with an appropriate site plan and meaningful alarm names – **Ready for Installation**.

MULTIPLE OPERATORS

NIOSPro Workstations are fully integrated into the NIOSPro system architecture allowing multiple synchronised operator stations on a single. Up to 20-off Displays and 20-off Workstations can coexist on a single NIOSPro system.

ALARM GROUPING

Individual Workstations can be configured to report some or all system alarms and so can be used to monitor some or all of the alarms on a NIOSPro system. So, for example, if a site has several buildings and one control room, a system could be configured such that, each building has a local operator, and the central control room has one or more sitewide operators.

POWER

NIOSPro Workstations are usually mains powered and can be supplied with a UPS to suit site requirements and power fail strategies.

MOUNTING

NIOSPro Workstations can be supplied with wall brackets and other mounting options, please specify when ordering.

CUSTOM FORMATS

The Workstation PC is usually supplied as a touch screen with NUC sized PC; but can be supplied alternative formats to suit client requirements.

10 COMBINED ALARM AND REFUGE SYSTEMS

COMBINED SYSTEMS

Combining systems reduces control room space, cabling, installation costs. Combining systems also simplifies operation and maintenance. Offering practical, cost-efficient, BS compatible systems for smaller buildings and complexes.

POSSIBLE COMBINATIONS INCLUDE

- Disabled refuge EVC
- Emergency assistance
- Fire telephone
- Building alarms system

All systems are monitored from a single master station.

All your monitoring in one place.

SINGLE FIRE PANEL SIZED ENCLOSURE

All control boards, PSUs, batteries, etc. mounted inside the monitoring station. Only mains and outstations, alarms, etc. required for a complete system.

Saves money, installation costs, space, etc.

MONITORING KITS

We also offer remote panel kits that can be built into panels, consoles and other enclosures.

Adds emergency assistance and other alarm monitoring to third-party systems.

11 NOTES

ABOUT FOLKNOLL

We are a UK based systems design, manufacturing and installation company. Since 1975 we have been supplying tough, reliable, practical, alarm and control systems for the private and public sectors. All of our products and systems have been designed for easy installation and low maintenance by experienced engineers. As original manufacturers, all of our products and systems can be customised to suit your requirements. We also offer individual annotation, custom engraving and special finishes for all of our equipment.

GET IN TOUCH

Please contact us for further information about our wide range of products and services and find out how we can provide a solution for you.