



WAIT! DON'T REMOVE THAT SMOKE ALARM!

PCA Guide to Smoke Alarm Troubleshooting

Smoke alarms are an important safety device in the home designed to give early warning of a fire, so that occupants have enough time to escape the property safely. It's therefore very important to make sure smoke alarms are always working properly.

Property Compliance Australia is the smoke alarm compliance provider for your rental property. As such, we wish to share our contact details with you along with some troubleshooting tips should you experience issues with the smoke alarms in your home.

GETTING HELP **WITHIN** BUSINESS HOURS?

Call your Property Manager

Should you wish to report an issue with your smoke alarms within business hours, please advise your managing agency or property manager so they can request our attendance on the landlord's behalf.

GETTING HELP **OUTSIDE** BUSINESS HOURS?

Call PCA on 1300 552 661

When your managing agency is closed, we are available for phone support. This service is supported by our qualified electricians to step you through troubleshooting and to offer additional support if required. Our team are available 7 days a week and public holidays.



IMPORTANT

Smoke alarms that are damaged or removed could be charged to you the tenant. There are many different brands and types of smoke alarms available in the market. These alarms can range in price from \$39 to \$299 each depending on the brand and technology of those alarms. Should an alarm be removed or damaged during a tenancy period, the landlord would be entitled to pass through the cost of replacements to you the tenant.

Thank you for supporting Property Compliance Australia in the management and maintenance of your smoke alarms.

COMMON PROBLEMS THAT MAY OCCUR WITH YOUR SMOKE ALARMS

FAULTY ALARM



A faulty alarm is the incorrect firing of the alarm. It occurs when a smoke alarm detects something which resembles smoke to its sensor, or due to another factor such as external electrical noise, very high or low humidity, or power surges.

CHIRPING NOISES



Chirping noises are very quick, continual bursts of sound (that sound like a chirp) where the smoke alarm indicates there is either a fault in the smoke detection sensor, or a low battery condition.

COMMON CAUSES

FOR BEEPING SMOKE ALARMS CAN INCLUDE ...



Batteries that may have a loose connector or are starting to become flat



Environmental and weather conditions such as high humidity, steam or condensation



A smoke alarm sensing chamber that has become dirty or contains foreign objects such as insects or dust

TENANT SMOKE ALARM RESPONSIBILITIES

YOU ARE LEGALLY REQUIRED TO:

- Test and clean (by vacuuming or dusting) smoke alarms at least once every 12 months
- Replace any flat or nearly flat batteries
- Advise the property owner/manager if there is any issue with the alarm
- Allow the property owner/manager right of entry to install or rectify smoke alarms
- Not remove a smoke alarm or the battery (other than to replace it), or do anything to reduce the effectiveness of the alarm e.g. paint or cover it

For further smoke alarm info regarding troubleshooting, cleaning or replacing batteries please visit our website:

pca.ai/help

