

# Frequently asked questions

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**1. The security of the outer enclosure needs to meet STS205 class BR2 – how are you achieving this?**

Advanced has partnered with cabinet specialists Gerda and is using their patented lock meeting BS EN 1303 and box to provide an outer housing to the control equipment.

**2. How many evacuation zones can I have?**

The Advanced solution is available in 8 / 16 / 24 and 32 zonal configurations. If your building has more than 32 evacuation zones, you will need a second controller.

**3. Is there a datasheet available?**

Advanced has a full suite of digital information available to download from the website.

**4. How do I obtain a quote?**

Contact your sales manager to discuss your requirements. We will provide you with a quote based on your specification.

**5. The standard was meant for new build, but I've got to look at a retrofit project. What should I be asking to get a price?**

Talk to your local building control and fire and rescue service about the evacuation strategy for the building. Their responses will determine the number of evacuation zones you need; the design of individual flats will determine the number of sounders needed for each flat. Review the loop wiring to ensure you can provide 72-hour battery back-up. You may need to use a fault-tolerant network of panels to get the design right.

**6. Can Advanced issue me with a template which details the questions I need to ask in order to prepare a specification for the panel(s) I need?**

Yes. Please contact your regional sales manager who will be happy to provide you with a template and answer any initial questions you may have.

**7. What is the typical delivery time?**

As each panel is made to individual specifications, manufacture is estimated to take six to eight weeks from confirmation of specification. Please speak to your regional sales manager for individual delivery estimates.

**8. How do I get to access level three to commission/service the system?**

This needs to be done via the local terminal mode. Please contact a member of our technical support team if you need support with this.

**9. How do I arrange engineer training on the evacuation control panel?**

As the system is based on the MxPro 5 control panel, any engineer who has been trained on that system will be competent to use this one. However, a training module is available on EvacGo. Please contact our technical support team about any training needs you may have.

**10. Is your BS 8629 solution certified?**

The BS 8629 Code of Practice calls for equipment that meets EN54 Parts 2 and 4. While it is not possible to certify a product to a code of practice, the Advanced evacuation control panel is based on the MxPro 5, which not only meets EN54 Parts 2 and 4 but EN54 Part 13 (regarding compatibility of system components) too. The outer housing is tested by Gerda to ensure it meets LPS1175.

**11. Whose responsibility is it to consult with the fire and rescue service for each installation?**

The Code of Practice Section 5 recommends that the user/purchaser of the system (or an appointed representative of these parties such as the building owner or consultant) consults the FRS prior to the system design stage.

**12. If I have more than one panel on site, will each one require its own individual key or can one key fit all?**

Each box will have its own key which is specific to the locking mechanism. When you order the boxes, Gerda will issue a key directly to the local fire brigade and building owner. This needs to be considered when placing an order, as the building owner has to be identifiable so that the key can be issued directly.

**13. If the main fire control panel is installed out of sight of the main entrance, with a repeat unit located in the main entrance, can the EACIE be installed in the same place as the fire panel?**

The EACIE must be installed in a location identified in consultation with the fire brigade and building owner (Code of Practice Section 13e.2.1). Typically, this would be behind the concierge desk so that controls can be readily operated, and indications are readily visible, and in close proximity to the normal fire and rescue service entry point.

**14. Can the panels be flush-mounted into the wall and still meet the standard's recommendations?**

No. The keylock is side entry to maintain the integrity of the enclosure and locking mechanism provided.

**15. Should each installation have a system for the hard of hearing as well?**

Potentially yes. In every flat, it should be possible to easily install additional evacuation alert devices for the hearing impaired. This is identified in section 11.2 of the Code of Practice. For example, this could consist of I/O devices or a junction box to which vibrating pads etc. can be connected.

**16. Who provides the radio site survey if using a wireless system?**

You should contact the supplier of the equipment for a suitable site survey. Any building requiring radio equipment should always be surveyed as best practice.

**17. Are there any limitations to the Advanced panel that would mean I need more than one on a particular site?**

There is no direct limitation. The EACIE is a modular build and the loops can be expanded according to the size of the building. Additional enclosures can be mounted alongside but should also be in parallel (allowing sufficient access for the key which is side entry) in line with the recommendations (min/max mounting heights).

**18. If the FRS key is lost or stolen during servicing how do we replace it without compromising the evacuation panel?**

It is important not to lose the key as a potentially expensive replacement may be required. The building owner is responsible for the key. For servicing and maintenance, access to the key will be required in order to gain access to the enclosure. When you order the security enclosure, a key will be issued to the building owner.

**19. What size batteries can I fit into the enclosure?**

17Ahr batteries can be fitted as standard. However, make sure you do your loop and battery calculations before placing an order, as the EACIE is custom built and any changes after the event could be costly. If the site has a generator, then 24hr standby is required. If not, 72hr standby is required, but this would make a significant impact on your battery back-up and may require a separate battery enclosure mounted local to the EACIE.

**20. Can I combine an automatic fire and detection system with an evacuation alert system?**

Clause 13.2.3. states: No fire detection and fire alarm equipment should be connected to the EACIE. E.g. manual call points, fire detectors or fire alarm control and indicating equipment. However, we are often asked if a temporary fire detection and alarm system could be re-configured to be an evacuation alert system and that is permitted, providing it meets clause 13.2.3.