	Presidio Trust **Fire Marshal's Office** *1750 Lincoln Blvd. San Francisco, California 94129*	**Date**: January 18, 2011 **Revision**: Sept 28, 2026 **Standard**: ***FAS-005***
Title: **Fire Alarm Trouble Response**	**Approved By**: *Randy Amores*	

SCOPE:

The Fire Alarm trouble conditions are categorized as General or Specialized Trouble. Below is an outline of what encompasses each:

1. GENERAL TROUBLE:

1.1. This includes the following types of conditions that warrant further investigation but will not prevent the fire alarm system from functioning:

1.1.1. Device Trouble

1.1.2. Missing Device

1.1.3. Dirty Device

1.1.4. Primary or Secondary Phone Line Failure

1.1.5. AC/DC Power Related Trouble (power outage less than 4 hours)

2. SUPERVISORY TROUBLE:

2.1. This includes the following type of conditions that require immediate (within 4 hours) investigation as they are conditions that would prevent the fire alarm system from functioning:

2.1.1. Ground Fault

2.1.2. NAC, Bell Circuit, or Indicating Circuit

2.1.3. Waterflow Valve or Switch Tamper

3. TROUBLE PROCESS:

3.1. The following process will be utilized to provide a uniform response to fire alarm system trouble conditions:

3.1.1. **Normal Business Days/Hours**:

3.1.1.1. The Park Dispatch will notify the Presidio Trust Fire Marshal's Office of any general trouble conditions or supervisory trouble conditions by contacting the Fire Marshal's Office directly at (415) 561-4001 or (415) 745-0319.

3.1.1.2. In the event the Fire Marshal or their designee are not available to respond, the Presidio Trust Work Order Desk will be notified by calling (415) 561-4270. The Work Order Desk will initiate a work order to have Northwest Protection Services respond, no later than the next business day for any 'General Trouble' conditions such as malfunctioning smoke detectors, heat detectors or manual pull stations.

3.1.1.3. If the trouble condition is a 'Supervisory Trouble' condition or related to power (low battery or AC power failure that will not be corrected within 4 hours), the Work Order Desk will initiate an emergency work order to have Northwest Protection Services respond within 4 hours.

3.1.1.4. If units from the San Francisco Fire Department (SFFD) have responded due to a fire alarm activation, and they are unable to clear the system, the SFFD units are not required to stand-by and are released from further responsibility.

3.1.2. **After Hours, Weekends and Holidays**:

3.1.2.1. The Park Dispatch will notify the Presidio Trust Work Order Desk by calling (415) 561-4270.

3.1.2.2. The Duty Officer will not respond unless a response is specifically requested by SFFD units.

3.1.2.3. This will be a notification only. The Presidio Trust Duty Officer will initiate a work order as soon as is practical to have Northwest Protection Services respond no later than the next business day for "General Trouble" conditions such as malfunctioning smoke detectors, heat detectors or manual pull stations.

3.1.2.4. If the trouble condition is a "Supervisory Trouble" condition or related to power (low battery or AC power failure that will not be corrected within 4 hours), the Work Order Desk will initiate an emergency work order to have Northwest Protection Services respond within 4 hours.

3.1.2.5. If units from the San Francisco Fire Department (SFFD) have responded due to a fire alarm activation and they cannot clear the system, the SFFD units are not required to stand-by and are released from further responsibility unless additional fire alarm activations are received, which SFFD will respond to accordingly.

3.1.2.6. The Park Dispatch will generate an email message to the Presidio Trust Fire Marshal's Office (fireprevention@presidiotrust.gov) and provide the details on the trouble condition.