



Frequently Asked Questions

How do smoke detectors work?

The smoke alarms have a measurement chamber in which a light source is switched on at short intervals. If smoke particles are detected within the chamber, the scattered light that this causes activates a photocell. This in turn triggers the alarm, which takes the form of a loud signal tone.

What can I do to ensure that the smoke alarms in my home remain functional?

Avoid damaging environmental influences (e.g. pollen, insect infestation). If work that is likely to trigger a false alarm is being conducted in the vicinity of the installed smoke alarm, e.g. renovation work, the smoke alarms should either be covered or removed (if removed: the smoke alarms should be stored in a safe and secure manner, e.g. in a customary freezer bag with zip). Once the work has been completed, the smoke alarms need to be reinstalled at their original locations and their operational readiness needs to be checked once again (please see the operation instructions).

Can the smoke alarm also be triggered by other influences (e.g. cooking)?

Yes! In the event of significant amounts of steam, cooking, frying, baking and barbecue vapours, the alarm could be triggered as a precaution. This is also often the cause of false alarms. Open the window(s) and ventilate. As soon as the possible cause has been rectified, the smoke alarm returns to normal operation.

Are there alternatives if I cannot or do not want to conduct the maintenance myself?

Yes. If you are not able or do not want to conduct the regular examination to ensure the operational readiness of the smoke alarm, there is also the possibility of commissioning a third party to do the maintenance. Information on corresponding service providers will be provided to you when you make your installation appointment.

May I relocate a smoke alarm if its current location bothers me?

No! The smoke alarms are installed in acc. with the instructions of DIN 14676. Only then can the smoke alarm meet its full protective requirements. The installation location is therefore binding and may not be changed.

What you should do if the alarm sounds?

- Stay calm and check your house/apartment (smoke, smell, heat, glow of fire)
- In the event of a false alarm: press the test/stop button on the device; please see the operating instructions
- In the event of fire/smoke: get people and animals to safety and alarm the neighbours
- Call the fire brigade: 112
- Close all windows and doors behind you
- Leave the house/apartment building immediately
- Do not use any lifts/elevators