

HERSHEY'S MILL ALARM PANEL TROUBLESHOOTING CHART

SIGNAL ID	ZONE	DESCRIPTION	CAUSE	REMEDY
A	5	SMOKE DETECTOR – HARDWIRED – Dirty/Low Temp	Multiple hardwired smoke detector trouble possibilities exist, including: <ul style="list-style-type: none"> - The Detector needs cleaning. - Temperature in the house has dropped below 45 degrees. - The detector is malfunctioning. 	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
A	8	ALARM PANEL – Low Battery	The alarm panel battery is low.	Check if the alarm panel transformer is plugged into the wall electrical outlet. <ul style="list-style-type: none"> - If it <u>IS NOT</u>, then plug it in. - If it <u>IS</u> already plugged in, call West Chester Security to schedule service.
E130	005 & 006	MEDICAL ALARM – WIRELESS – Low Battery	A wireless medical alarm (pendant, bracelet...etc.) has a low battery.	<ul style="list-style-type: none"> - Replace the battery. - Reset the alarm panel using the reset code on the alarm panel box or keypad. - Call Security from your home phone line to let them know that you want to test your wireless medical alarm.
E132	004 & 006	SMOKE DETECTOR – HARDWIRED – System Trouble	Multiple hardwired smoke detector trouble possibilities exist, including: <ul style="list-style-type: none"> - A detector was removed. - A removed detector was not correctly reinstalled. - The detector is malfunctioning. 	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E135	005 & 006	MEDICAL ALARM – WIRELESS – Low Battery	A wireless medical alarm (pendant, bracelet...etc.) has a low battery.	<ul style="list-style-type: none"> - Replace the battery. - Reset the alarm panel using the reset code on the alarm panel box or keypad. - Call Security from your home phone line to let them know that you want to test your wireless medical alarm.
E150	004 006 & 010	WATER SENSOR ALARM – HARDWIRED	Malfunctioning water sensor alarm.	<ul style="list-style-type: none"> - Call West Chester Security to schedule service.
E302	000	ALARM PANEL – Low Battery	The alarm panel battery is low.	Check if the alarm panel transformer is plugged into the wall electrical outlet. <ul style="list-style-type: none"> - If it <u>IS NOT</u>, then plug it in. - If it <u>IS</u> already plugged in, call West Chester Security to schedule service.

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E309	000	ALARM PANEL – Battery Fault	Alarm panel power malfunction.	<ul style="list-style-type: none"> - Call West Chester Security to schedule service.
E311	000	ALARM PANEL – Battery Disconnected	The alarm panel battery has died or been disconnected.	Check if the alarm panel transformer is plugged into the wall electrical outlet. <ul style="list-style-type: none"> - If it <u>IS NOT</u>, then plug it in. - If it <u>IS</u> already plugged in, call West Chester Security to schedule service.
E321	000	ALARM PANEL – Bell Trouble	Alarm system wiring issue.	<ul style="list-style-type: none"> - Call West Chester Security to schedule service.
E373	000	ALARM PANEL – Fire Circuit Trouble	Alarm system wiring issue.	<ul style="list-style-type: none"> - Call West Chester Security to schedule service.
E380	001	SMOKE DETECTOR – HARDWIRED – System Trouble	Multiple hardwired smoke detector trouble possibilities exist, including: <ul style="list-style-type: none"> - A detector was removed. - A removed detector was not correctly reinstalled. - The detector is malfunctioning. 	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E380	002	PANIC ALARM – HARDWIRED – System Trouble	Panic alarm button or wiring is malfunctioning.	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E380	003	HEAT DETECTOR – HARDWIRED – System Trouble	Heat detector is malfunctioning.	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E380	005 & 006	SMOKE DETECTOR – HARDWIRED – Dirty/Low Temp	Multiple hardwired smoke detector trouble possibilities exist, including: <ul style="list-style-type: none"> - The detector needs cleaning. 	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary.

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			<ul style="list-style-type: none"> - Temperature in the house has dropped below 45 degrees. - The detector is malfunctioning. 	<ul style="list-style-type: none"> - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E380	007 & 008	MEDICAL ALARM – WIRELESS – System Trouble	A wireless medical alarm (pendant, bracelet...etc.) is malfunctioning.	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E380	009 010 011 012 013 014 015 016	SMOKE DETECTOR – WIRELESS – System Trouble	Multiple hardwired smoke detector trouble possibilities exist, including: <ul style="list-style-type: none"> - A detector was removed. - A removed detector was not correctly reinstalled. - The detector is malfunctioning. 	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E383	006	MEDICAL ALARM – WIRELESS – Low Battery	A wireless medical alarm (pendant, bracelet...etc.) has a low battery.	<ul style="list-style-type: none"> - Replace the battery. - Reset the alarm panel using the reset code on the alarm panel box or keypad. - Call Security from your home phone line to let them know that you want to test your wireless medical alarm.
E383	009 010 011 012 013 014 015 016	SMOKE DETECTOR – WIRELESS – Battery Disconnected	The wireless smoke detector battery has died or been removed from the detector.	<ul style="list-style-type: none"> - Call Security to let them know you will be removing a smoke detector from the ceiling and replacing the battery. - Replace the battery. - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E384	004	MEDICAL ALARM – WIRELESS – System Trouble	A wireless medical alarm (pendant, bracelet...etc.) is malfunctioning.	Check if there is an amber (yellow/orange) light showing on the alarm panel keypad. <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary. - If there <u>IS</u> an amber light showing, the following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary.

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				<ul style="list-style-type: none"> - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E384	009 010 011 012 013 014 015 016	SMOKE DETECTOR – WIRELESS – Low Battery	The wireless smoke detector battery is low.	<ul style="list-style-type: none"> - Call Security to let them know you will be removing a smoke detector from the ceiling and replacing the battery. - Replace the battery. - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
E602	890	ALARM PANEL – Cellular Communicator – Poor Signal	This alarm panel uses a cellular communicator that is experiencing poor cellular signal reception.	Oftentimes, the reason for the poor cellular signal reception is due to an issue with the cellular carrier network; and the issue clears up without any intervention. If this signal is received from the same alarm panel over several days, call West Chester Security to schedule service.
E608	000	ALARM PANEL – Unknown Trouble Found During Self-Test	<u>This is the alarm panel's weekly communication test.</u> However, the test is indicating that the panel is operating in "trouble" mode. The most common cause of this alarm code previous "System Trouble" alarms (low batteries, smoke detector malfunctions...etc.) that were never resolved. This alarm will continue to come through on a weekly basis until the cause of the original "System Trouble" is resolved.	<p>Check if there is an amber (yellow/orange) light showing on the alarm panel keypad.</p> <ul style="list-style-type: none"> - If there <u>IS NOT</u> an amber light showing, then no further action is necessary, as the alarm panel was likely never reset after a previous "System Trouble" alarm that was resolved. - If there <u>IS</u> an amber light showing, then there is likely a previous "System Trouble" alarm that was never resolved. The following steps should be taken: <ul style="list-style-type: none"> - Reset the alarm panel using the reset code on the alarm panel box or keypad. - If the amber light goes out, no further action is necessary. - If the amber light remains on, or comes back on, call West Chester Security to schedule service.
FT*	(none)	ALARM PANEL – Communication Test Failure	<p>Alarm panel has failed its weekly communication test and may be unable to send any signals.</p> <p><i>(NOTE: This is <u>not</u> a signal sent by the alarm panel. This is an alarm generated by the monitoring computer, notifying us that the panel has missed its test.)</i></p>	<p>Call Security from your home phone line to let them know that you want to test your panic button.</p> <ul style="list-style-type: none"> - If the phone line is dead, you need to contact Verizon to troubleshoot your phone service. - If the alarm <u>IS</u> received, then the issue is likely resolved, and no further action is necessary. - If the alarm <u>IS NOT</u> received, call West Chester Security to schedule service.