

**Title:**  
**Listed Agent Program**

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**PURPOSE:**

Periodically it is necessary to alter the operational mode of fire protection systems for maintenance, alteration, repair, or testing. To establish and maintain a process for members of the Goffstown Fire Department and other individuals who are required and/or authorized to perform maintenance, repair, or testing of Master Boxes, Fire Alarm Control Panels (FACP), and Digital Alarm Communicators (DACT).

**SCOPE:**

Applies to all department members and other individuals required and/or authorized by the fire department who perform repair, replacement, maintenance, upgrades, or testing of fire alarm systems. The Goffstown Fire Department, by virtue of the listed agents, does not guarantee, warrant, qualify, approve or certify an individual or company or their performance. The rules and regulations which govern the listed agent program are intended to set minimum standards and procedures for listed agents. It is the sole responsibility of the listed agent and the property owner to assure that the fire alarm system is operational, and the master box is restored to a normal condition after each disconnection. If any property owner, listed agent, deviates from this general order, you shall be in violation of state/local fire code violations.

**REFERENCE:**

GOFFSTOWN FD FORM – LISTED AGENT APPLICATION (Form 1201A)

**DEFINITIONS:**

**Master Box** – A municipal fire alarm system box usually mounted on the exterior of buildings and connected to both the municipal alarm circuits and protected premises fire alarm system. It can transmit an alarm signal to the fire department either manually or automatically.

**Fire Alarm Control Panel (FACP)** - A component of the fire alarm system, provided with primary and secondary power sources, which receives signals from initiating devices or other fire alarm control units, and processes these signals to determine part or all the required fire alarm system output function(s).

**Annunciator** - A unit containing one or more visible or audible indicators, alphanumeric displays, monitors, or other equivalent means in which each indication provides status information about a circuit, condition, system, or location.

**Digital Alarm Communicator System (DACS)** - A system in which signals are transmitted from a digital alarm communicator transmitter (DACT) located at the protected premises through a managed facilities-based voice network to a digital alarm communicator receiver (DACR).

**Digital Alarm Communicator Transmitter (DACT)** - A system component at the protected premises to which initiating devices or groups of devices are connected. The DACT seizes the connected telephone line, dials a preselected number to connect to a DACR, and transmits signals indicating a status change of the initiating device.

**Digital Alarm Communicator Receiver (DACR)** - A system component that accepts and displays signals from digital alarm communicator transmitters (DACTs) sent over a managed facilities-based voice network.

**Citywide Agent** – A fire alarm/sprinkler system technician who works for contracted agency and may perform repair, maintenance, upgrades, and testing of any master boxes, fire alarm control panels, and digital alarm communicator systems within the town of Goffstown.

**Property Agent**– A fire alarm/sprinkler system technician or individual who is a representative of a property owner and may perform repair, maintenance, upgrades, and testing of a single property master box, fire alarm control panel, and digital alarm communicator system within the town of Goffstown.

**Listed Agent**– A fire alarm/sprinkler system technician or licensed electrician who has applied for and received registration through the Goffstown Fire Department as a listed agent. Said agents are required to prove proficiency in training as within the town of Goffstown.

**Automatic** – A status wherein the master box is in service and electronically connected to fire alarm system components within a protected premises and will automatically transmit an alarm to the fire department. Synonyms of this status are “long arm” or “online” and suitable for use.

**Manual** – A master box status wherein the box is in service but not connected to fire alarm components within a protected premises and must be activated by direct action of a user to send a signal to the fire department. Synonyms for this status are “short arm” or “off-line” and suitable for use.

**In Service** – Status wherein a fire alarm system or component is operational and capable of performing its normal functions.

**Out Of Service** – The status wherein a fire alarm system or component is not operational and is incapable of detecting, receiving, or transmitting an alarm. This is usually the result of damage or malfunction. This term is not used to indicate isolated status.

**Isolate(d)** – The status of a fire alarm system wherein zone(s), device(s), or loop(s) have intentionally been electronically disconnected and will not receive, initiate and alarm, or transmit an alarm to the monitoring station. This is the method used for disconnecting one or more components, usually for maintenance or replacement, without placing a master box on manual status.

**Panel Clear** – The operational status of a FACP wherein all system indicators are in normal condition, usually indicated by a led on the panel.

**Trouble Signal** – An audio/visual indicated on the FACP distinctive from an alarm signal that warns of a malfunction or failure of the system.

**Dialer Service Mode** – The status when a listed agent is testing a DACT system that is received at the fire alarm office on the DACR. The dispatcher shall make the appropriate changes to the DACR to remove the account from service or disregard any subsequent alarms until the listed agent returns the DACT to its normal mode.

**Notification Appliance Circuit (NAC)** - A circuit or path directly connected to a notification appliance(s).

**Notification Appliance** - A fire alarm system component such as a bell, horn, loudspeaker, visual notification appliance, or text display that provides audible, tactile, or visual outputs, or any combination thereof.

## **PROCEDURE:**

### **I. Listed Agent Status**

- a. Application
  - i. Interested candidates must complete the Goffstown FD Listed Agent Application Form (Form 1201A).
- b. Training/Testing
  - i. The Goffstown Fire Department does not offer fire alarm training courses. To become a listed agent, an individual must demonstrate competence in short arming a box, and the information contained within this document. The Goffstown Fire Department does not extend reciprocity to listed agents that are listed from other towns.
- c. Duration/Expiration
  - i. An agent listing shall remain in effect through December 31, of the calendar year for which the agent attains listed status,

or until the individual no longer meets the requirements for a listed agent or has violated the rules and regulations of the Goffstown Fire Department. Listed agents who change employment must reapply for a new listing under their new employer's name. If an agent's listing expires, they must reapply and retest.

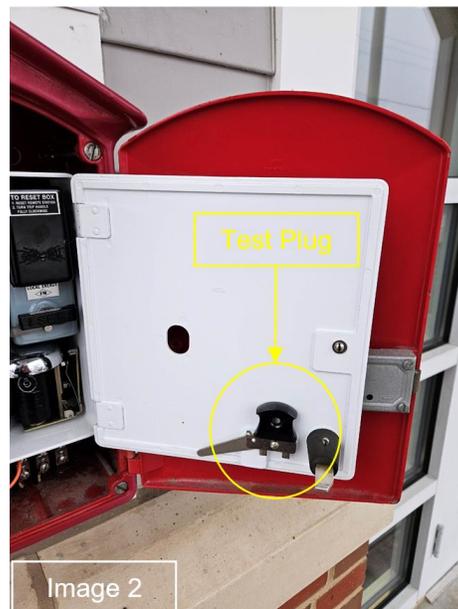
- d. Renewal
  - i. Listed agents must renew their listing each calendar year. Renewal applications for listed agents with current certification may be processed by mail.
- e. Suspension (Temporary)
  - i. The Goffstown Fire Department reserves the right to temporarily suspend any individual or company from the authorized agent list for obvious and continued violations and/or deviations from the provisions of this program and/or the listed agent agreement.
  - ii. A temporary suspension shall last a period of 3 calendar months.
  - iii. If an agent's listing is suspended, they must reapply and retest.
- f. Suspension (Permanent)
  - i. If an agent, through demonstration, is grossly negligent in the duties required of this general order the Goffstown Fire Department reserves the right to place said authorized agent on a permanent suspension list.
  - ii. An agent placed on the permanent suspension list is not eligible to perform any fire alarm system work in the Town of Goffstown.

## **II. Procedure**

- a. General Information
  - i. Agent IDs consist of a 3-digit numerical number (i.e. 001). The three digits are the chronological sequence of numbers for the applicant (order of when the application was received, 001 is the first applicant).
  - ii. Listed Agents shall abide by the following procedures when disconnecting a fire alarm system from service.
  - iii. Listed Agents shall not, under any circumstances, jump out or disconnect any wiring inside the Master Box.
  - iv. Listed Agents shall be responsible for providing their own set of Gamewell Master Box keys and short arms (Gamewell Part No. 23429).
- b. Disconnection Procedure
  - i. During the period when a fire alarm system is incapable of automatically transmitting an alarm, the Listed Agent shall be responsible for notifying the occupants of the building and

the Goffstown Fire Department if there is a fire at the location.

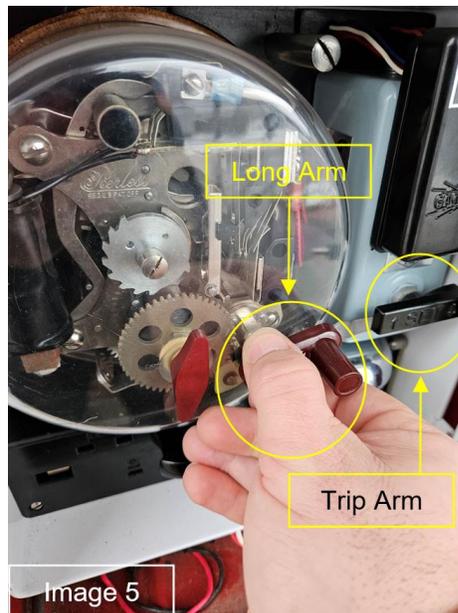
1. Call the Goffstown Fire Department Dispatch Center before commencing any disconnection activities. Contact number for the Dispatch Center is (603) 497-4858 and select option 9.
  - a. Give the dispatch operator your name, Listed Agent number, mobile phone, master box number, and description of the actions you will be performing on the fire alarm system.
  - ii. Advise the occupants of the building that you are on site and will be isolating or placing the fire alarm system out of service and that in the event of a fire someone needs to call 911 manually.
  - iii. Disconnect the NAC for the notification appliances from the FACP to prevent activation of the circuit/evacuation of the building.
  - iv. Place a Master Box on Short Arm



1. Open the outer (red) and inner (white) doors of the Master Box.
2. Remove the test plug from the back of the white door. (see image 2 above)
3. Place the test plug into the test port. (see images 3 & 4 below)



4. Carefully remove the long arm from the mechanism. Ensure you do not move the trip arm labeled "SET". (see image 5 below)



5. Place the short arm in the mechanism and put the long arm on top of the white inner case. (see image 6 below)



6. Remove the test plug from the port and place back into the holder on the back of the white inner door. (see image 2 above)
7. Close both inner (white) and outer (red) doors.
8. If a Listed Agent, while inside a Master Box inadvertently trips the box and hears the bell tapper sound, they shall complete the following.
  - a. Stop all activity immediately.
  - b. Allow the box to complete all four rounds and stop the bell tapping.
  - c. Contact the Dispatch Center, provide your name, Listed Agent number, Master Box number, and advise of the accidental trip.
  - d. Rewind the box (left hand spin). (see image 7 below)



c. Reconnection Procedure

i. Restore a Master Box on Long Arm

1. Open the outer (red) and inner (white) doors of the Master Box.
2. Remove the test plug from the back of the white door. (see image 2 above)
3. Place the test plug into the test port. (see images 3 & 4 above)
4. Carefully remove the short arm from the mechanism and place the long arm back into the mechanism. (see image 5 above)
5. Rewind the box if needed (left hand spin). (see image 7 above)
6. Remove the test plug from the port and place back into the holder on the back of the white inner door. (see image 2 above)
7. Close both inner (white) and outer (red) doors.
8. If a Listed Agent, while inside a Master Box inadvertently trips the box and hears the bell tapper sound, they shall complete the following.
  - a. Stop all activity immediately.
  - b. Allow the box to complete all four rounds and stop the bell tapping.
  - c. Contact the Dispatch Center, provide your name, Listed Agent number, Master Box number, and advise of the accidental trip.
  - d. Rewind the box (left hand spin). (see image 7 above)

- ii. Re-connect the NAC for the notification appliances from the FACP to provide activation of the circuit/evacuation of the building.
- iii. Advise the occupants of the building that the fire alarm system is back in service and the need to manually dial 911 can cease.
- iv. Confirm the status of the fire alarm system. If there are any yellow or red indicators lit, or a trouble alarm is sounding, you must rectify the issues and clear the panel.
- v. Call the Goffstown Fire Department Dispatch Center. Contact number for the Dispatch Center is (603) 497-4858 and select option 9.
  - 1. Give the dispatch operator your name, Listed Agent number, master box number, and advise the fire alarm system is back online.