



CASE STUDY

Industry-leading SWIFT® Wireless Resolves Alarm System Nuisances at Local Financial Firm

Chicago-based fire and security installer S&K Security Corp

Imagine walking into your financial advisor's office prepared to make important decisions only to be met by a loud, beeping noise during your visit. As an employee, imagine having to work as the beeping continued all day. This was the exact problem a local Illinois financial firm faced.

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Steven DeHaan,
Alarm Technician, S&K Security Corp.

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The Need

Recognizing the impact the disturbance had on its clients and employees, the firm tasked Chicago-based fire and security installer S&K Security Corp. to pinpoint the cause of the noise and to quickly identify a solution – all the while ensuring it matched the aesthetic of the building. The financial firm operates out of a historic Western town-style building that was later converted into a functional office space. As a result, the structure and design of the building added complexities to the fire and life safety system installation. Notably, any solution the company would find also had to be wireless, as the building's design was unable to support wired solutions.

As an initial step, the S&K Security Corp. team replaced the batteries in the financial firm's various fire and security devices. Yet, the beeping persisted. Upon further inspection, the team discovered that an upgrade performed on the burglar alarm system the year prior changed its frequency. S&K surmised that this led to a frequency jam, disrupting the connection between the existing fire/security panel and its various fire devices including pull stations, smoke and heat detectors. The resounding beep was meant to alert occupants of the issue.

"After discovering the root cause of the noise, we adjusted the frequency through trial and error, but the malfunction persisted," said Steven DeHaan, alarm technician, S&K Security Corp. "Over time, it increased from once a month to almost daily."

These malfunctions were impacting day-to-day flow, and without a working system, the building was left at risk if a fire incident were to arise. It became clear that the financial firm needed a new fire system solution entirely – one that would be easy to operate and manage while also not interfering with the signal of other devices. S&K Security Corp. also needed a reliable partner to help identify a solution that would work effectively while not exceeding costs. They went straight to Fire-Lite.

For more information

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The Solution

Fire-Lite recommended a site survey as part of its standard protocol for any wireless fire system installation in order to determine what devices best suit the needs of the application. Fire-Lite worked with S&K Security Corp. to perform an in-person site survey at the financial firm that included a link test and a RF scan to evaluate the signal strength between devices. The RF scan also searched for channel activity, interference and background noise. Overall, the process took less than two hours.

Fire-Lite and S&K Security Corp. determined from the site survey that replacing the existing panel with Fire-Lite's Endurance Series ES-200X panel along with SWIFT® wireless pull stations, smoke and heat detectors would solve the frequency issue and restore the proper fire protection the financial firm needed while complementing the building's design.

"The building had no drop site and no ceiling tiles, so it wasn't the easiest place to put in wires if needed. Not to mention that any device we installed also had to match the feel of the office," said DeHaan. "It was clear from the beginning that we needed completely wireless devices that blended in with building aesthetic."

Once the products were delivered to S&K Security Corp., Fire-Lite returned to the site and walked them through the process making for a smooth installation.

"The overall process – from site survey to installation – went smoothly and was faster than usual. Since the solution was identified easily thanks to the site survey, S&K Security Corp. was able to install the appropriate products just two weeks after the initial visit was completed," said Dan Sammons, regional sales manager at Fire-Lite Alarms.

The Benefits

Since installing the new fire control panel and wireless devices, the financial firm has not reported any issues or malfunctions. Beyond the reassurances the new technology brought to the firm, S&K Security says that the greatest and most valuable part of this project was the site survey Fire-Lite conducted.

"The site survey gave us the confidence to recommend the Endurance Series ES-200X fire panel and SWIFT® wireless detectors," said DeHaan. "Working with them on this site survey put into perspective that this process should be the industry standard moving forward."

Additional benefits include:

- Fire-Lite's SWIFT wireless devices operate at 900 MHz and with mesh technology, allowing them to function seamlessly without the worry of interference or missed signals from other nearby connected devices such as a printer, television or WiFi
- Fire-Lite's Endurance Series panels ensure you're continuously protected by sending alerts whenever maintenance is needed or an issue requires attention to the dealer in real time

Together, S&K Security Corp. and Fire-Lite Alarms were able to successfully pinpoint what caused the disturbance and identified the most suitable solution – ultimately ensuring the building was safe, operational and aesthetically pleasing.

