



ALARM TRIAGE: NUISANCE VS REAL

Applies to: any BAS alarm console, including Niagara-based head ends. Use with the site's own alarm procedure, which always comes first.

■ On-site team (outside the panel)
 ■ Stop and call
 ■ Qualified technician or electrician
 ■ What VO shows

A WHAT YOU SEE IN THE BAS

EXAMPLE READOUT

Unacknowledged alarms	214
Still active	37
Points repeating 10+ times a day	9
Life-safety alarms active	0

A long list is normal on a busy site. Triage finds the few that need action today.

B WHY ALARMS PILE UP

- No delay at startup**, so normal start-up swings alarm.
- Limits too tight** for normal operation.
- Stale or offline points** raising alarms.
- Equipment scheduled off** still alarming.
- A real condition** that keeps coming back.

D POINTS TO CHECK, IN ORDER

- 1 Is it life safety or critical?**
See the red list above.
- 2 Is the condition real right now?**
Check the equipment, a second reading, or the trend.
- 3 Does it keep repeating?**
- 4 Is equipment, comfort or a process affected?**

Yes: act now per site procedure. Never bypass. Call.

No: step 2.

Yes: step 4.

No: step 3.

Yes: nuisance pattern. Ask controls to tune the delay, deadband or limit.

No: note it. Acknowledge per site practice.

Yes: open the matching map (for example VO-M-027 or VO-M-053).

No: note it. Acknowledge after the cause is clear.

STOP AND CALL

- Never bypass a **smoke, freeze or high-static** safety.
- Do not disable an alarm to quiet it. Ask for tuning instead.
- The same safety trips again and again.

CONTROLS TECH FIXES

- Add start-up delays and deadbands. Set sensible limits.
- Fix stale points first.
- Set alarm classes and priorities.
- Acknowledge after the condition is corrected.

C STATES, AND WHAT IS ALWAYS REAL

	Unacknowledged	Acknowledged
Active	Needs a look now	Owned, but the condition is still there ALARM_ACTIVE
Normal	Cleared on its own. Review, then ack UNACKED_ALARM	Closed

ALWAYS TREAT AS REAL

- Smoke or fire
- Freeze stat
- High static trip
- Ground fault or overcurrent
- Water leak
- Data hall high temp
- Chilled water loss

Triage turns a long list into a short one:



IN VO

Matches findings **UNACKED_ALARM** and **ALARM_ACTIVE** (and **ALARM_TREND** when an alarm lines up with a call and no proof) · **Part type:** the device named by the alarm · **Part number (site to fill in):** _____. VO reads your system and never changes a setpoint or command on its own.

Safety: The on-site team uses only devices outside the panel: the hand-off-auto switch, the drive keypad, and an overload reset reachable through the door. Lock out and tag out before opening a panel or touching rotating parts. Never bypass a smoke, freeze or high-static safety. Voltage, current and resistance measurements are for a qualified technician or electrician.

Educational reference only. AI can make mistakes. Follow site procedures, safety requirements and manufacturer instructions.

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Please call your preferred electrical or mechanical contractor if needed.

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