Alerter
group

Radio-based emergency communication and notification systems

DEAF ALERTER   **REFUGE ALERTER**   **SITE ALERTER**

Saving lives through technology

Our **emergency communication systems** help organisations make their buildings as safe as possible.

With over 100,000 fires in buildings every year in the UK, it's crucial that all people are given equal opportunity for safe evacuation.

Our market-leading products – backed by more than two decades of research and development – exist to help you protect everyone on your site.

We're accredited with:

JOSCAR REGISTERED

SafeContractor APPROVED
www.alcumusgroup.com

Constructionline

ecs electrotechnical certification scheme

Reset™ Member Company

CHAS®

Contents

Alerter® group
Saving Lives Through Technology

Our story

We're proud to have been saving lives through technology for **over 20 years**.

Our products are installed in thousands of buildings up and down the UK, helping millions of disabled, Deaf and Hard of Hearing people.

From R&D to installation, training and maintenance

At Alerter Group we complete the entire system design and manufacturing work. All of our products are developed in-house at our Derbyshire HQ.

Demand from our end users has played a pivotal role in the products we provide today. These are products developed around real needs.

We also heavily invest in R&D. Our products are always evolving in line with developments in technology, standards and legislation.

Out on site, all installation work is completed by our team of specialist engineers.

Each site-specific installation includes a detailed radio site survey, to guarantee complete coverage. A dedicated Project Manager will also be allocated from survey to commissioning, to provide continuity.

After installation's complete, ongoing training and support is provided by our Operations Department. Plus, all newly installed systems include a fully comprehensive maintenance package for the first year.

Our customers

Who uses our products... and how?

Our customers operate in virtually every market... from public sector organisations (such as local and central government) and higher education, to private sector companies (such as hotels or shopping centres).

System end-users are typically employees, visitors, guests, customers and students.

Want to know more about how our systems can help in different sectors? Click the icons below.

| Education | Commercial | Healthcare | Public Sector | Defence |

Case studies

Discover stories from our extensive client list.

Read more

Meet our sales team

Our expert colleagues are on hand to help with your project requirements.

Want a **free consultation**? Click the teams' images for their contact details.

Ian Lomas
Sales Director

Mel Noble
Sales Consultant
Maintenance (national)
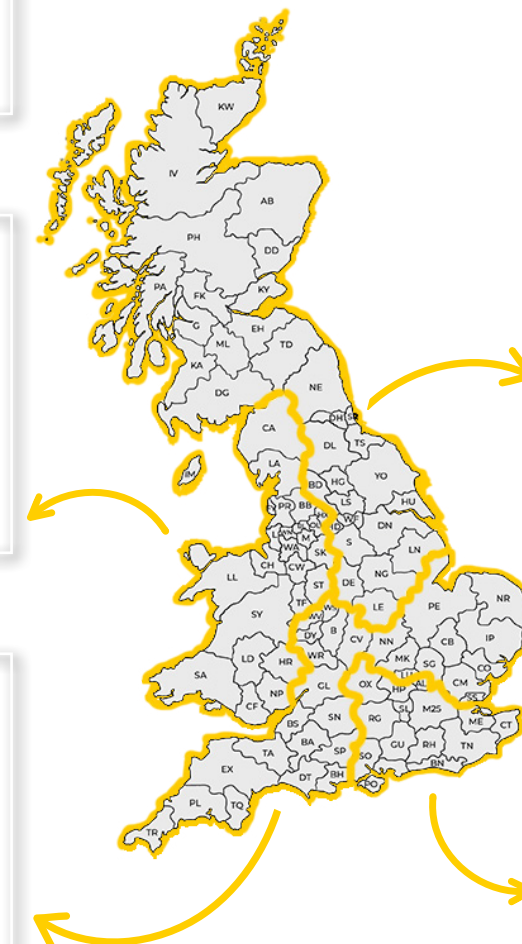
Zara Wignall
Sales Consultant
West

Steve Gay
Senior Sales Consultant
North East & East Midlands

Kevin McAuley
Sales Consultant
Central & South West

Laura Gillett
Senior Sales Consultant
South East & London
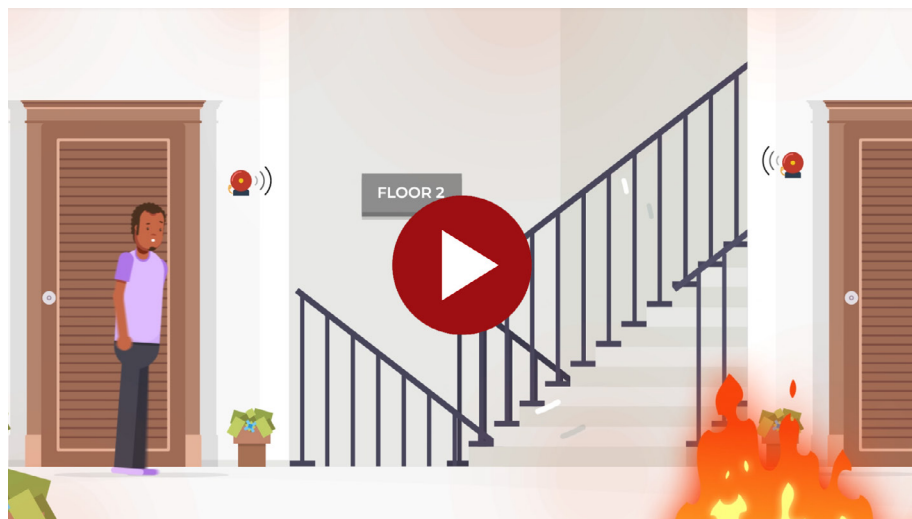
Our products

DEAF ALERTER

Fire alarm for Deaf and Hard of Hearing people

1 in 6 people inside your building experiences hearing loss. Are you sure everyone can hear your fire alarm?

In the event of a fire, everyone must be provided with equal opportunity to evacuate buildings.

Deaf Alerter is a radio-based fire alarm system that provides emergency messages to people who may not be able to hear alarms sounding – such as people who are Deaf or Hard of Hearing.

✔ Fully meets **BS5839-1 - section 18**, which is dedicated to special requirements of 'fire alarm warnings for people with impaired hearing'
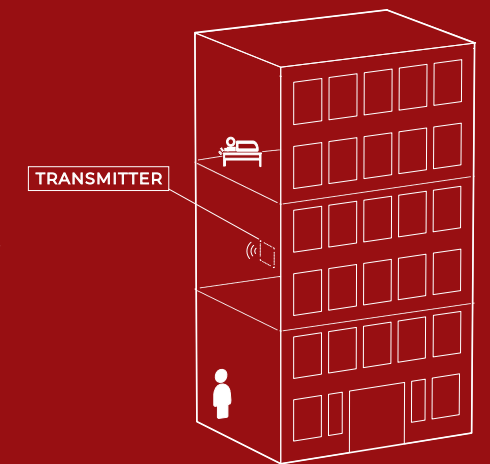
✔ Aids compliance with the **Equality Act 2010**

How Deaf Alerter works

If a fire alarm activates in your building, the connected Deaf Alerter radio transmitters will send a priority message to all portable Alerter devices within the vicinity.

The Alerter devices will vibrate strongly and display a message instructing the carrier what actions to take next.

To guarantee complete building coverage, every installation is site-specific, requiring a detailed radio survey.
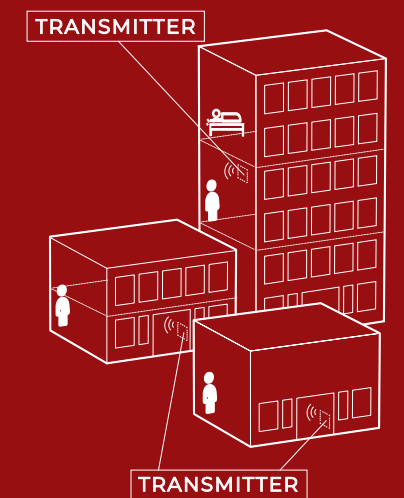
TRANSMITTER

National roaming feature

Our unique roaming system enables Alerter users to receive emergency messages in any UK building where the Deaf Alerter symbol is displayed.

Multiple buildings can be easily set up if required, with a one-Alerter-fits-all solution using the national roaming feature.

This type of setup means less administration of loan pager units for building management. It also supports compliance to the Equality Act for Deaf visitors.

TRANSMITTER

TRANSMITTER

Equipment information

Discover the equipment that can be included in a Deaf Alerter system...

Alerter

For day-time protection

A small, robust, portable receiver carried by the Deaf/Hard of Hearing user. If the local fire alarm is activated, the Alerter will vibrate very strongly to notify the user.

- **Red Alerters**, which utilise a national roaming feature, can be used in any UK building that displays the Deaf Alerter sign
- Very strong vibration: Users cannot cancel alert messages and must evacuate the building to stop the vibration
- Robust design: Constructed to withstand everyday use and occasional drops
- Longlasting batteries: Batteries are able to last 4-6 weeks in an Alerter device, and can be changed easily
- **Blue Alerters** are site-specific. They can be programmed to give additional fire alarm information to fire wardens

Night Alerter

For night-time protection

A device designed to wake sleeping Deaf/Hard of Hearing people in hotels, halls of residence and residential homes. If the local fire alarm is activated the pillow pad vibrates and the light on the device flashes continuously.

- Mains-powered with internal battery back up
- Works in any bedroom (no hardwiring required)
- Can be moved between rooms
- High-intensity light and strong vibration
- Can be operational 24/7
- Doubles up as alarm clock
- Pillow pad available in black or white

Transmitter (DA3000)

Control panel

When the fire alarm is activated in a building where the Deaf Alerter system is installed, messages will be sent automatically to all Alerters within that building, and Night Alerters will also be activated.

- Fully complies with BS5839 and EN54
- Complete building coverage guaranteed
- Compatible with all fire alarm systems and interconnected with fire rated cable
- Multiple inputs for fire evacuation zones
- Continuous fault monitoring – with indication and feedback to fire panel
- Network-based messaging, status reporting and email fault alerts
- Lockable metal IP51 cabinet
- Integrated power management – battery backup exceeds EN54-4

Message Manager

Send messages at the touch of a button

Message Manager software, when installed on networked PCs, allows messaging throughout a site.

- Can be used to manually send:
  - **public address messages** to any Alerters within range, using the International Roaming Standard
  - **private messages** to individual Alerters/groups of Alerters
- Prioritises emergency messages
- No charge for sending or receiving messages
- Pre-recorded and scheduled messages with repeat option
- Software handles allocation of Alerters to users

Our **products**

REFUGE ALERTER

Radio-based Emergency Voice Communication System

If there was a fire in your building, would everyone be able to escape?

Many disabled people or people with reduced mobility use lifts to access various floors in multi-storey buildings. However, in the event of a fire non-fire rated lifts become non-operational – meaning these people may need help to evacuate in other ways during emergencies.

In this situation, building management or fire marshalls will need to know when and where people need assistance. That's where Refuge Alerter comes in: The system enables people requiring help evacuating to call from 'Outstations' (located in building refuge areas) to 'Master Stations' (located at response points), in order to communicate their needs.

✓ Compliant with **BS5839-9** and **BS8893**

✓ Aids compliance with the **Equality Act 2010**

Why **radio-based**?

Installing a radio-based emergency voice communication system, such as Refuge Alerter (as opposed to a hardwired system) means:

- No need for costly cabling to be run through buildings
- Quicker and less disruptive to install in working buildings
- Ideal for retrofitting (perfect for new, historic and listed buildings)

'On-the-move' communication option

Each Refuge Alerter system uses a unique, licensed radio frequency. This means that hand-held, portable radio devices (known as Portable Refuge Communicators' or 'PRCs') can be included in Refuge Alerter systems.

PRCs enable responders to communicate 'on the move' with people at refuge-based Outstations. PRCs can take over communication from the Building Base station should that location become compromised.
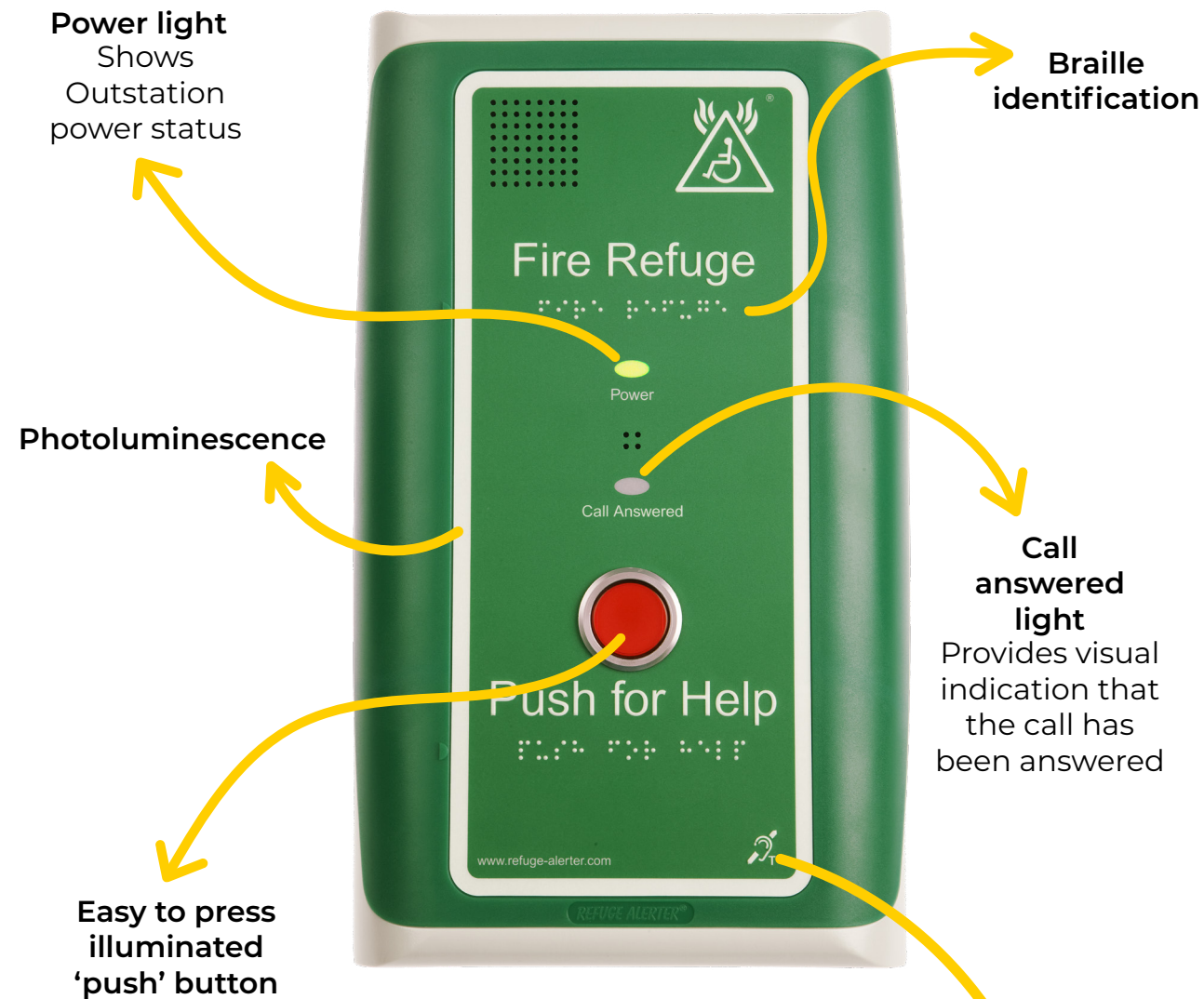
Case study:
The University of Leeds

To help protect students, staff and visitors in the event of an emergency, the University invested in a wireless Refuge Alerter system that enables people to call from refuge areas in various buildings, into a centralised response point.

User-friendly **Outstations**

These Outstations should be situated in all refuge areas, fixed to a wall at around one metre above floor level.

Power light
Shows Outstation power status

Braille identification

Photoluminescence

Fire Refuge

Power

Call Answered

Call answered light
Provides visual indication that the call has been answered

Push for Help

Easy to press illuminated 'push' button

www.refuge-alerter.com
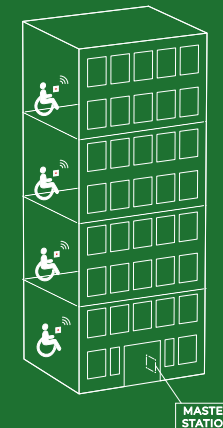
Induction loop installed

Watch this video to view the Outstation being used

Flexible configuration options

Refuge Alerter can be set up in various ways to suit your site layout – enabling reliable communication between Outstations and Master Stations.
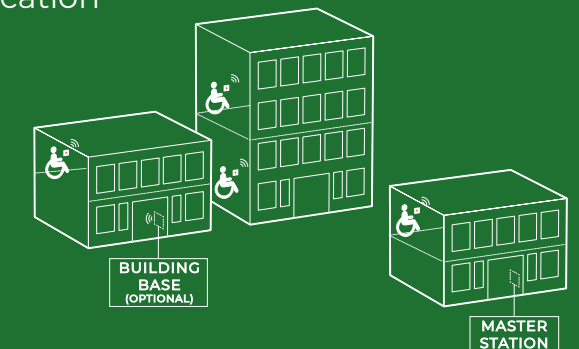
Single building system

- Master Station installed by front door or next to fire alarm panel
- Portable refuge communicators work inside building or close vicinity
- Outstations installed in designated refuge areas
- Other alarms (such as accessible toilet alarms) can be signalled back to a Master Station
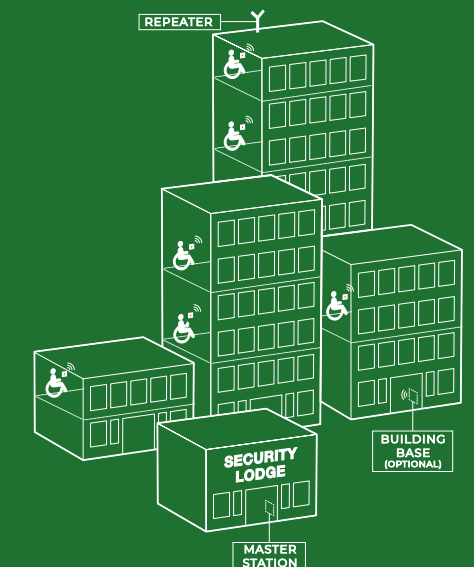
MASTER STATION

Complex of small buildings

- Master Station installed in a central location
- Portable refuge communicators will work inside the buildings and the central external area
- Outstations installed in designated refuge areas
- An optional Building Base can be installed in each building
- Other alarms (such as accessible toilet alarms) can be signalled back to a Master Station

BUILDING BASE (OPTIONAL)

MASTER STATION

Campus of large buildings

- Master Station installed at a security lodge or similar location (does not have to be at centre of site/campus)
- Monitored repeater station installed at high level in centre of site
- Portable refuge communicator will work anywhere on site
- Outstations installed in designated refuge areas
- An optional Building Base can be installed in each building
- Other alarms (such as accessible toilet alarms) can be signalled back to a Master Station

REPEATER

SECURITY LODGE

BUILDING BASE (OPTIONAL)

MASTER STATION

REFUGE ALERTER

Equipment information

Discover the equipment that can be included in a Refuge Alerter system...

Refuge Outstation

Refuge communication point

User-friendly Outstation, from which people requiring assistance can communicate by voice with respondents at Master Stations.

- Designed to be used by people with physical and sensory disabilities. Features include:
  - Photoluminescent front panel
  - Braille identification
  - Induction loop (for hearing aid users)
  - Ringing tone whilst call waiting
  - Visual indication of call answered
- Vandal resistant
- Fully monitored (mains, 24-hour battery backup, radio link)
- Option for push button to become active only in fire alarm conditions
- Also available in blue ('help point') / red ('emergency') / bespoke wood or metal finishes (an ideal design for listed or heritage buildings)
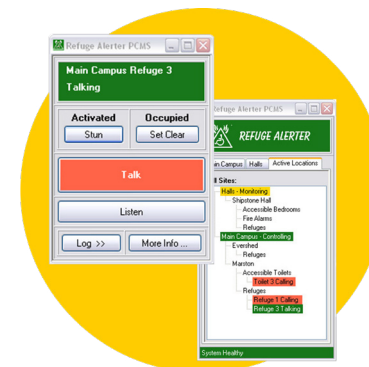- Weather-resistant options for outdoor refuge locations

Master Station

Central communication point

For showing and controlling communications with refuge Outstations. Communication can be with an individual Outstation, an instantly-created group, or all Outstations.

- Can remotely listen to an Outstation (even if the Outstation hasn't been activated manually)
- Touchscreen
- Scalable up to 999 refuge locations
- Monitors Outstations and self-monitors
- Fault output to fire alarm system/BMS
- Mains-powered with EN54 rated battery backup

Portable Refuge Communicator

Communication on the move

Allows fire marshals to communicate by voice with a refuge Outstation or the Master Station – even from outside of the building. This could be very important if the Master Station area becomes compromised with smoke or fire.

- Multiple handsets can be used with system
- Can talk to Master Station / individual Outstation / all at once
- Refuge name/number shown on screen
- Backlit screen
- Good battery life (rechargeable)
- Multi-channel to enable (UHF/VHF) estates/security radio channels to be used on the same radio (subject to compatibility)
- Fully monitored (mains supply, battery backup, radio link)

PC Master Station

Software to provide a visual overview of Master Station(s), accessible from your PC

Provides both an overview and total control of single/multiple Master Stations. Ideal for security control rooms overseeing a site with multiple buildings.

- Multi building / multi campus control
- Two-way voice via desk microphone or speaker
- Date and time call logging
- Full fault monitoring
- Touch screen option
- More info button can load maps of refuge location

Toilet alarms & panic alarms

Systems such as accessible toilet alarms and panic alarms can be connected with any local Outstation.

In this scenario, activations will be signalled back to the Master Station, PC Master Station and/or Portable Refuge Communicator (dependent on system setup)

SITE ALERTER

Zoned evacuation alert system

In the event of emergencies, our radio-based evacuation alert system helps ensure everyone can leave sites safely.

There are many hazardous sites such as petrochemical plants, weapons sites and nuclear facilities, where rapid and controlled evacuation of the site may be required.

The need for a reliable notification system is extremely important in these environments.

When every second counts, a quick responding, zoned evacuation alert system – such as our radio-based Site Alerter system – can be critical.

✓ ATEX/Instrinsically Safe Devices
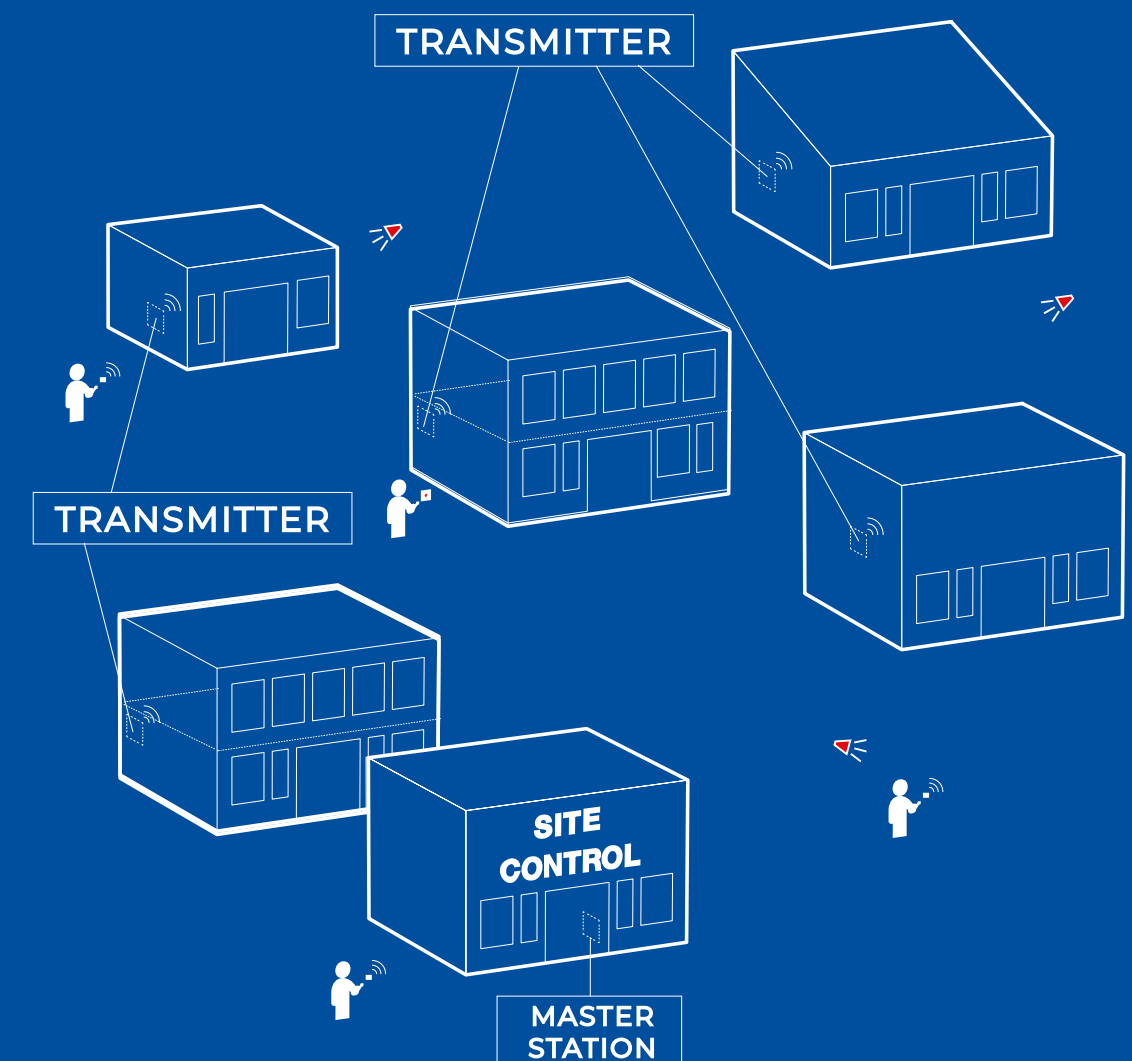Scalable system

We're a member of **JOSCAR**.
JOSCAR is a collaborative tool used by the aerospace, defence and security industry to act as a single respository for pre-qualification and compliance information.

JOSCAR
REGISTERED

How Site Alerter works

Site Alerter can be configured in various ways to cover single or multiple buidings across small or large sites.

Configuration options include:

- Fixed call points and Control Units installed in and around buildings to enable staff members to raise alarm from numerous locations
- Master Station installed in central location(s) – such as site control or security office – to receive communication from Control Unit(s) and/or alarm from call point(s)
- Strobes and sounders installed around buildings
- ATEX/Intrinsically Safe 'Alerters' – hand-held devices – can also be carried by individuals on site. If an alarm sounds, these devices will vibrate strongly, enabling the carrier to be notified even if they can't hear the sound
- Signal transmitters ('repeaters') can be strategically installed around the site to extend coverage

TRANSMITTER

TRANSMITTER

SITE CONTROL

MASTER STATION

SITE ALERTER

Equipment information

Discover the equipment that can be included in a Site Alerter system...

Master Station

Central communication point

For showing and controlling communications with Control Units. Communication can be established with an individual, a combination of, or all Control Units.

- Touchscreen
- Scalable up to 999 Outstation locations.
- Monitors Control Units and self-monitors
- Mains powered with battery backup
- Provides full control over the system, with call acknowledge, remote activation, and more
- Usable as site control point or repeater Master Station remote location
- ATEX/Intrinsically-Safe

Control Unit

Communication point

Point from which to communicate directly with respondents at a Master Station. Includes input for a trigger device (typically a break-glass call point/push button) and output for an audio/vidsual alarm device.

- 24 hour battery backup
- IP66 waterproof – suitable for outdoor installation
- Automatic fault reporting to the Site Alerter Master Station
- Complete mains isolation switch, individually fused outputs, and an EN54-compliant PSU
- Input/output for full integration of new or existing fire alarms
- ATEX/Intrinsically-Safe

Sounders and strobes

Can be integrated into the Site Alerter system

Integrating sounders and strobes into the Site Alerter system means that if an alarm is raised via the Master Station or any control units, the sounders and strobes will automatically sound.

- ATEX/Intrinsically-Safe

Alerter

For protection when alarms can't be heard/seen

A small, robust, portable receiver carried by individuals. If a local alarm is activated, the Alerter will vibrate very strongly to notify the carrier.

- Robust design: Constructed to withstand everyday use and occasional drops
- Longlasting batteries: Batteries are able to last 4-6 weeks in an Alerter device, and can be changed easily
- ATEX/Intrinsically-Safe

Call points

Can be integrated into the Site Alerter system

Integrating call points into the Site Alerter system means that if they are activated, a signal will be sent to the Master Station.
An alert will then be sent to activate all sounders, strobes and Alerters integrated within the system.

- ATEX/Intrinsically-Safe

Maintenance

Keeping your system running smoothly.

At Alerter Group, we provide vital lifesaving systems. To complement this, we offer support packages including effective preventative maintenance visits and product support.

All newly installed systems include 'fully comprehensive' maintenance for the first year.

Installation and maintenance work
carried out by a team of specialist engineers

What do our maintenance customers say?

Customer feedback's really important – we've built our business on it! Here are some positive comments we recently received from customers:

"Excellent customer service from the office as well as responsive and knowledgeable engineers"

"Alerter Group was so helpful and understanding"

"Response from the admin and subsequently support team is prompt and reliable"

In 2023

91%
of new customers
signed up to a support contract beyond their first year

98%
of existing customers
renewed their contract

Who are we?

Alerter Group is a multi-million pound, profitable, stable and expanding company with thousands of customers across the UK and Ireland. Over the last 25 years, we have developed and grown to be the market leader in providing emergency communication systems for disabled people. Our knowledge and technical expertise allow us to constantly be at the forefront of technology to meet the needs of our customers.

Our Team

Our team is passionate about deliverying excellent service and takes great pride in designing and installing award-winning products that help save lives.

Our Engineers

Our in-house dedicated and highly skilled engineers provide an efficient service, carrying out installations and maintenance throughout the UK.

Online CPD

Our online CPD is an excellent way to gain an understanding of the laws and barriers faced every day by disabled people. Viewed over 10.000 times, 92% have found it extremely useful.

Innovation

Our in-house team of specialist R&D engineers are constantly developing existing products and new concepts, providing our customers with the most innovative systems possible.

Alerter® group