



Detector Inspector

Tenant Information Sheet Smoke Alarm Safety

As the tenant, you have certain important obligations relating to your smoke alarms:

- ✓ Keep all smoke alarms clean and obstruction-free. Do not paint
- ✓ Do not deactivate a smoke alarm or interfere with its operation in any way, other than to test it periodically
- ✓ Test smoke alarms periodically by depressing the “Test Button” until an audible alarm will confirm operation
- ✓ For any issues with your smoke alarm, please contact us on 1300 134 563

A smoke alarm safety service includes the following:

- ✓ A maintenance check on each smoke alarm, which includes cleaning, running smoke and button tests and checking status relative to each smoke alarm's expiry period
- ✓ A smoke alarm battery check for all smoke alarms at a property
- ✓ A dedicated tenant support line in case of fault or emergency
- ✓ An assessment of the positioning and functionality of each smoke alarm as against requirements at law
- ✓ The replacement or rectification of non-compliant, faulty or expired smoke alarms
- ✓ A digital smoke alarm Compliance Report (emailed to your property manager)



Tenant support line

1300 134 563

In the case of any issues with your smoke alarms, please contact us on 1300 134 563 to arrange for a trained technician to attend the property to rectify.

Our dedicated tenant support line is available 7 days per week, from 7AM to 6.30PM on weekdays and 9AM to 6.30PM on weekends.

After hours support is available up to 10:30PM every day.

