



# FIRE DEPARTMENT

## CITY OF CONCORD

24 Horseshoe Pond Lane  
Concord, NH 03301  
[www.concordnh.gov/fire](http://www.concordnh.gov/fire)

### LISTED AGENT PROGRAM RULES & REGULATIONS

This program was implemented so that those employed in the fire alarm or sprinkler business or who are representatives of a property owner *and have a working knowledge of the operation of the Fire Alarm System*, may disconnect a fire alarm system from any Master Box in the City of Concord, NH.

#### PROCEDURE:

A request must be made in writing to address shown below. The request, designating the individual(s) to be listed, must be on company letterhead. This request letter must be accompanied by an application and fee for each individual intending to become a Listed Agent. Once an application is received, the Fire Alarm Superintendent will contact the company representative listed on the application form to schedule a training class.

During the class the individuals will be instructed on the rules and regulations of the program. Upon successful completion, and approval by the Fire Alarm Division, each individual will be provided with their Listed Agent number.

It is required that the individual attending bring a Short Arm to the class so that it can be engraved with their Listed Agent number. This part (#23429) may be purchased through RB Allen @ 800-427-5748 or Progressive Alarm Services @ 603-347-8844. Individuals are also responsible for obtaining their own masterbox key.

#### FEE:

The fee to become a Listed Agent in the City of Concord is \$65.00 per fiscal year. *We do not pro-rate.* Make checks payable to: City of Concord Fire Department. The application package must be mailed to:

Concord Fire Department  
24 Horseshoe Pond Lane  
Concord, NH 03301

Administration  
(603) 225-8650  
(603) 225-5833 Fax

Prevention  
(603) 225-8651  
(603) 228-2782 Fax

Fire Alarm  
(603) 225-8667  
(603) 225-8509 Fax

Communications  
(603) 225-8669  
(603) 225-8507 Fax



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### **DEFINITIONS:**

**LISTED AGENT:** A listed agent is an individual who has applied for and received training as a Master Fire Alarm Box Listed Agent in the City of Concord, NH.

**WHO MAY APPLY:** Any individual who is employed in the fire alarm or sprinkler business or who is a representative of a property owner *and has a working knowledge of the operation of the Fire Alarm System*, may apply to be a listed agent.

**TYPES OF LISTING:** There are two categories of listed agent:

**CITYWIDE:** A CITYWIDE listed agent may disconnect a fire alarm system from **any** Master Box in the City of Concord, NH for which the agent is legally responsible. Listed agents shall **NOT** disconnect any fire alarm system for any purpose other than system installation, maintenance or fire drills.

**LIMITED:** A LIMITED listed agent may disconnect a fire alarm system from a **specific** Master Box or Boxes in the City of Concord, NH for which the agent is performing legitimate maintenance or installation activities. Listed agents shall **NOT** disconnect any fire alarm system for any purpose other than system installation, maintenance or fire drills.

**DURATION OF LISTING:** A listing must be renewed annually and will be effective for that fiscal year as long as the individual meets the requirements for a listing AND does not violate the requirements of the Concord Fire Department for Master Fire Alarm Box Listed Agents. *Listed agents who change employment must reapply for a new listing.* (Renewals and reapplications will not require additional classroom instruction, but does involve completion of a new application).

**RENEWAL FORMS AND INVOICES:** Renewal forms will be mailed by July 1<sup>st</sup> and must be completed and returned prior to August 1<sup>st</sup> in time for invoicing. Invoices will be mailed annually around August 1<sup>st</sup>. Payment is due within 30 days of invoice. Any listed agent that does **NOT** return the renewal form OR the annual fee by the due dates will be automatically REMOVED from the Listed Agent Program.

**DISCLAIMER:** The Concord Fire Department by virtue of listing agents does **NOT** guarantee, warranty, qualify, approve or certify any individual or company or their performance. The training provided and the Rules and Regulations which govern the Listed Agent Program are intended to set minimum standards and procedures for listed agents. It is the responsibility of the listed agent and the property owner to assure that the fire alarm system and the master box is restored to a normal operating condition after each disconnection.

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### DISCONNECTION PROCEDURES:

All Listed Agents shall abide by the following procedures when disconnecting a fire alarm system from a master box:

1. Call the Concord Fire Department (Dispatch Center 225-3358) **before** any disconnection activity is performed.
2. Give the Fire Alarm Operator your Name, Listed Agent ID, Contact Number while on site, master box number, facility name, street address and describe the type of activity requiring the disconnection. Advise the Fire Alarm Operator that the box will be in the "Manual" mode. After receiving authority from the Fire Alarm Operator take the following steps:
  - a. Open the red outer door and the white inner door of the master box. Remove the test plug and insert it in the test slots. Carefully remove the long arm from the mechanism. Replace the long arm with the short arm. Place the long arm on top of the white inner case. Return test plug to original location. Close the white inner door and the red outer door of the master box.

### RECONNECTION PROCEDURES:

When the maintenance activity has been completed take the following steps:

1. Open the red outer door and the white inner door of the master box. Remove the test plug and insert it in the test slots. Carefully remove the short arm from the mechanism and replace it with the long arm. Check to see that the metal portion of the long arm is UNDER the black trip mechanism and that the trip arm reads SET. Check to see that the master box is fully wound. Return test plug to original location. Close the white door and make certain that no keys, short arms or other objects are in contact with the wiring or the bell-shorting bar in the box. Close the red outer door.
2. Check the status of the fire alarm system before leaving the property. If any yellow or red indicators are lit or if a trouble signal is sounding you must check the system and clear it.
3. Call the Concord Fire Department (Dispatch Center 225-3358) once the system is restored to normal or "Automatic" mode.

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### GENERAL NOTES:

1. If at any time while you are in a Master Box and the box bell tapper sounds you shall stop all activity. **IMMEDIATELY** call the Concord Fire Department to verify the trip with the Fire Alarm Operator.
2. Listed Agents shall **NOT**, under any circumstances, jump out or disconnect any wiring inside the Master Box.
3. Listed Agents shall be responsible to provide their own set of Gamewell Master Box keys.
4. Listed Agents shall be responsible to provide their own Gamewell Master Box short arm. (Gamewell Part No. 23429) The listed agent shall present the short arm to the CFD Fire Alarm Division for engraving of his ID number.
5. All questions regarding this program shall be directed to the Fire Alarm Division or Fire Prevention Division.
6. Listed Agents shall understand that during the time period that the Master Box is disconnected it is incapable of automatically transmitting a fire alarm to the Concord Fire Department and they shall be responsible to notify the Concord Fire Department of any valid alarm of fire in the property which is disconnected.
7. Listed Agents shall understand that they shall **NOT** leave the property while the Master Box is disconnected. If for some reason they cannot reconnect the Master Box and clear the Fire Alarm system control panel they shall **NOT** leave the property until the problem is cleared. If the problem cannot be cleared, they shall **NOT** leave the property until both the Property owner and the Concord Fire Department have been notified and the details of the problem have been discussed with the Battalion Chief on duty.
8. I understand and will abide by all Rules and Regulations of the Concord Fire Department regarding the Master Fire Alarm Box Listed Agent Program. I will **NOT** divulge my Listed Agent ID to any other individual nor allow any other individual to act in my place as a Listed Agent.

### **VIOLATIONS OF THESE RULES AND REGULATIONS WILL RESULT IN LOSS OF LISTED AGENT STATUS**

Effective Aug. 2005  
Revised January 2012

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