ARE YOU SURE EVERYONE HAS BEEN EVACUATED?
With over 100,000 fires in buildings every year in the UK, Refuge Alerter is essential to help you manage the safe evacuation of all people.

Disabled people’s safety in the event of a building’s emergency evacuation should be paramount. Many disabled people or people with mobility difficulties use passenger lifts day-to-day to access various floors in a typical multi-storey building. However, non-fire rated lifts should not be used in the event of a fire, leaving some people stranded on upper floors.

Building managers have a duty of care to provide everyone in the building with a means of escape. With varying levels of mobility some people will not be able to use the building’s emergency staircase. Therefore a refuge (temporary waiting area) is recommended under BS9999 and Building Regulations Part B.

Building management or fire marshals will need to know if someone has entered one of these refuges during a building evacuation. Historically, people have then had to manually check these refuges (potentially with the building on fire). This can take time and put your fire marshal in unnecessary danger.

By installing the Refuge Alerter system many potential risks can easily be eliminated. With our radio-based refuge communication system you can know when and where someone needs help.

The person waiting in the refuge will know someone is coming to assist them and they won’t then attempt to try and get themselves out of the building, potentially being left behind in a more dangerous place or injuring themselves.

Refuge Alerter aids compliance with various laws and regulations. These include the Equality Act, Health and Safety legislation and Building Regulations. It should also form an important part of your risk assessment for the Regulatory Reform (Fire Safety) Order.

Having worked in the radio communications industry for over 25 years we have used our specialist knowledge to develop Refuge Alerter. By heavily investing in R&D, our products are constantly evolving in line with developments in technology, standards and legislation. Most importantly, demand from our end users has played a pivotal role in the research and development we have undertaken to place us at the forefront of the market.

Refuge Alerter is a unique radio-based product and fully complies with BS5839-9. Installed in a range of locations from new builds to listed and historic buildings, often these have required the creation of bespoke hardware to meet the requirements of organisations like English Heritage.

Our free consultation assesses your needs providing you with a firm quotation. All installation work is carried out by our own fully trained engineers. Training and ongoing support is provided by our Customer Services Department.

As an ISO9001 certified company, along with our other external accreditations, you can be assured of our attention to detail and the quality of our support.
Refuge Outstation

User-friendly Outstations are designed to be used by people with both physical and sensory disabilities.

- Vandal resistant
- Button active only under fire alarm conditions (optional)
- Photo luminescent front panel and braille identification
- Induction loop (for hearing aid users)
- Visual indication of call answered
- Ringing tone whilst call waiting
- Mains powered with battery backup (24 hours)
- Dimensions 335mm x 195mm x 65mm
- Fully monitored (mains, battery backup, radio link)
- Outstation also available in blue (Help Point) and red (Emergency) and bespoke wood/metal finishes.

Master Station

CENTRAL COMMUNICATION POINT

This provides a touchscreen for showing and controlling communications with refuges. Voice communication can be with an individual refuge, an instantly created group or all refuges. The facility to remotely listen to an Outstation is available even if the refuge has not been activated.

- 19” rack mount or wall cabinet
- Scalable up to 999 refuge locations
- Monitors Outstations and self monitoring
- Fault output to fire alarm system/BMS
- Mains powered with battery backup
- Complies with BS5839-9
Why Radio?

By installing a radio-based solution it eliminates the need for costly and disruptive cabling and provides the unique ability to use a hand-held portable refuge communicator.

- Ease of installation and saves disruption
- Quicker and cheaper to install
- Allows a hand-held radio to communicate with a master station even from outside the building
- Significantly easier installation in buildings that contain asbestos
- Multi-building sites can communicate with one central location
- Suitable for new, historic and listed buildings
- Only licensed frequency used

PC Master Station

This software provides both an overview and total control of a single or multiple Refuge Alerter Master Stations. Ideal for security control rooms overseeing a campus of buildings.

- Multi building / multi campus control
- Two-way voice via desk microphone / speaker
- System remains compliant to BS5839-9:2011
- Date & time call logging
- Full fault monitoring
- Touch screen option
- Simple and intuitive pop-up system
- More info button can load maps of refuge location
- Additional alert inputs (e.g. accessible toilets / fire alarms / help pull cords)
Refuge Alerter Configuration Options:

Single Building System
- Master Station installed by front door or next to fire alarm panel
- Portable refuge communicators work inside building or close vicinity
- Fixed Refuge Outstations installed in stairwell landings
- Other alarms such as accessible toilet alarms can be signalled back

Complex of Small Buildings
- Master Station installed in a central location
- Portable refuge communicators will work inside the buildings and the central external area
- Fixed Refuge Outstations installed in stairwell landings
- Optionally each Master Station can be in each building
- Other alarms such as accessible toilet alarms can be signalled back

Campus of Large Buildings
- Master Station installed at a security lodge or similar location (does not have to be at centre of campus)
- Monitored repeater station installed at high level in centre of campus
- Portable refuge communicator will work anywhere on campus
- Fixed Refuge Outstations installed in stairwell landings
- Optionally each Master Station can be in each building
- Other alarms such as accessible toilet alarms can be signalled back
Some well known Refuge Alerter installed sites:

**Commercial and Charities**
- Boss Design
- Captain Cook Shopping Centre
- Channel 4
- Disability Direct
- Grand Theatre, Blackpool
- Hampton Court Palace
- Harvey Nichols & Co Ltd
- Honda
- Ikea
- International House, Brentford
- Lowndes Square
- Manchester Royal Exchange Building
- Margam Discovery Centre
- New Theatre Cardiff
- Nissan Manufacturing
- Sage Gateshead
- St George’s Cathedral, London
- St Martins House, Leicester
- Stirling Castle
- Vertex Pharmaceuticals
- Wealmoor Atherstone
- World Museum, Liverpool
- Wyeth Pharmaceuticals UK
- 40-50 Princes Street, Ipswich

**Hotels**
- Jurys Inn
- Premier Inn
- Village Hotel

**Education**
- Alsop High School Technology College
- Ayrshire College
- Basingstoke College of Technology
- Birmingham City University
- Brentford School for Girls
- Brocklands College
- Brunel University London
- Canterbury Christ Church University
- Cardiff Metropolitan University
- Cashalton College
- City of Bristol College
- City of Wolverhampton College
- City, University of London
- Durham University
- Falmouth University
- Grantham College
- Harper Adams University
- Hughes Hall, Uni of Cambridge
- Keele University
- Kingston College
- Lewisham Southwark College
- Liverpool Hope University
- London Metropolitan University
- Loughborough University
- Manchester Metropolitan University
- Newcastle University
- Newham College, Uni of Cambridge
- North Hertfordshire College
- North Lindsey College
- Nottingham Trent University
- Oxford Brookes University
- Putney High School
- Queen’s University Belfast
- Redbridge College
- Regent College
- Royal College of Surgeons
- Salesian College
- Sheffield Hallam University
- South Downs College
- Southampton Solent University
- South & City College Birmingham
- St Bede’s & St Joseph’s Catholic College
- St Edmund’s R.C School
- St John’s College, Uni of Oxford
- St Mary’s School
- Stockport School
- Trinity College Dublin
- University College Falmouth
- University for the Creative Arts
- University of Bolton
- University of Bradford
- University of Chester
- University of Glasgow
- University of Manchester
- University of Salford
- University of Sheffield
- University of South Wales
- University of Warwick
- University of Westminster
- University of Winchester
- Weston College
- Yeats College

**Government Bodies**
- Basildon District Council
- Bournemouth Borough Council
- Bristol City Council
- Canterbury City Council
- Chelmsford City Council
- City and County of Swansea
- Denbighshire County Council
- Devon County Council
- East Renfrewshire Council
- East Sussex County Council
- Essex Record Office
- Fulwell Cross Leisure Centre
- Gateshead Civic Centre
- Highland Council
- Maidstone Library
- Museum of London
- Museum of London Docklands
- Museum of Somerset
- Oxford Town Hall
- Southampton City Council
- Warwick District Council
- Wednesbury Town Hall
- Worcestershire County Council

**Healthcare**
- Clifton Cornerstone, Nottingham NHS
- Cork University Hospital
- Freeman Hospital, Newcastle NHS
- Holbrook Hall
- Homerton Hospital NHS Trust
- Mary Potter Centre, Nottingham NHS
- Morrision Hospital, Swansea
- University Hospital Bristol

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