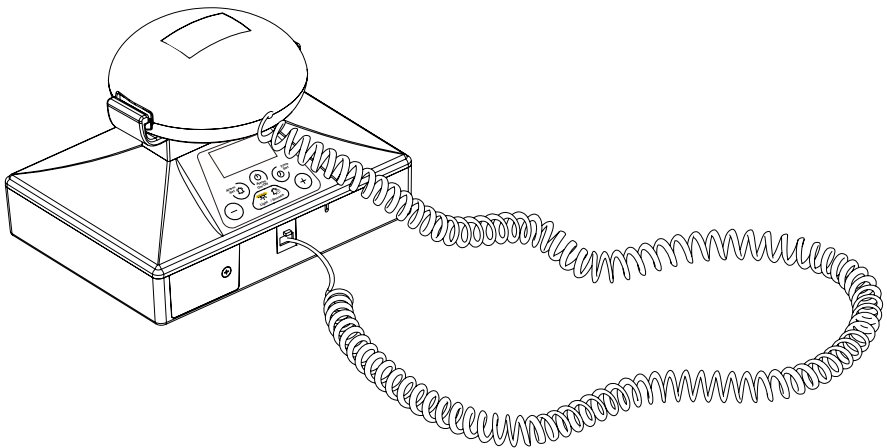


Deafgard Operating Guide



There are two versions of Deafgard.

If your Deafgard has a **Fireco** label on the top of the pillow pad, please continue with this operating guide.



If your Deafgard has a **Deafgard** label on the top of the pillow pad, please refer to the previous operating guide by scanning the QR code or using the hyperlink.



[2020-02-26 Deafgard Userguide](https://fireco.click/4371)

fireco.click/4371

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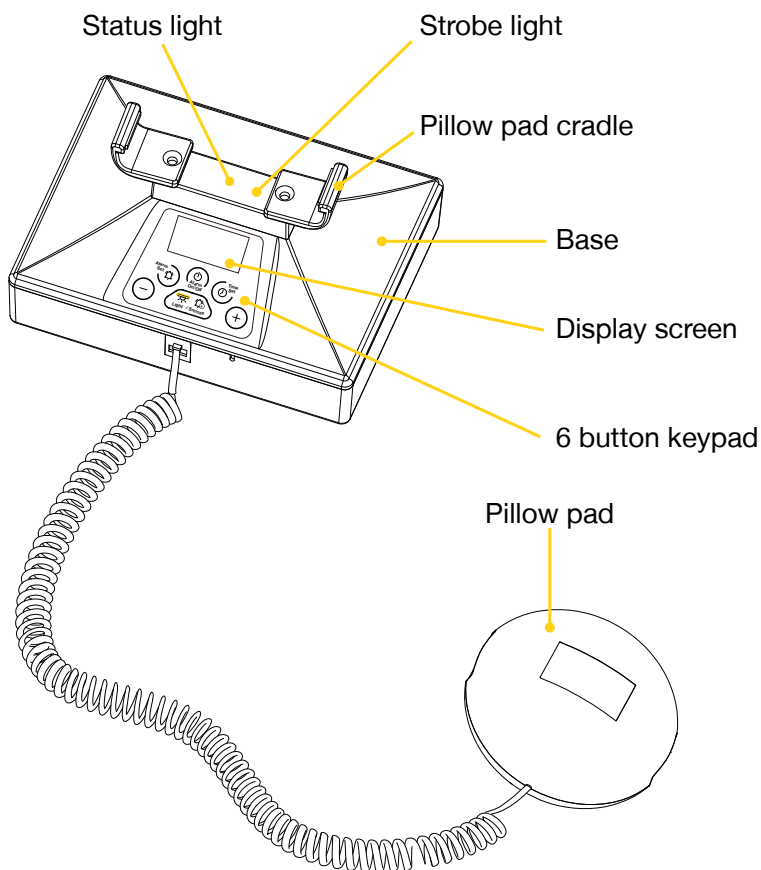
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Box contents

Deafgard is a portable device which alerts people in an emergency. Designed for the deaf and hard of hearing, Deafgard has a vibrating pillow pad and flashing light which wake people up on the sound of the an audible alarm, such as a fire alarm siren.

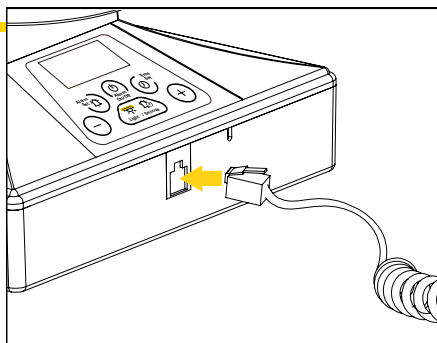
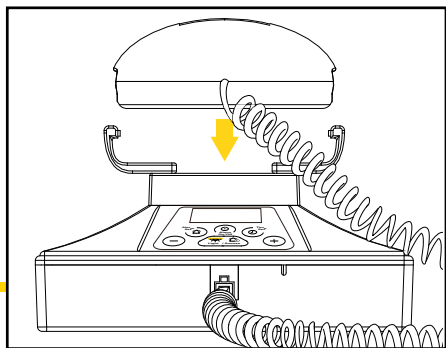
The box should contain:

1. Deafgard, with pillow pad and connecting cable
2. A storage bag
3. Deafgard window stickers
4. USB-C cable
5. Power adaptor



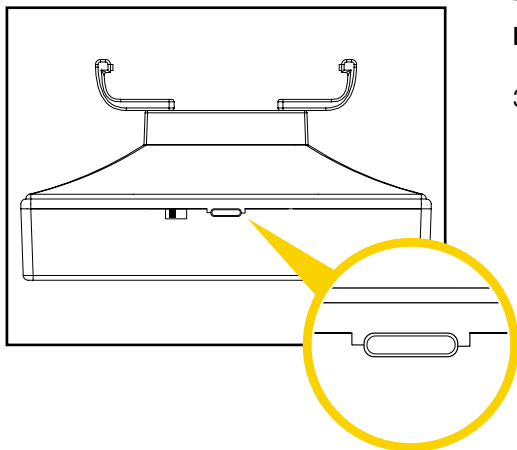
Getting started

1. Connect the pillow pad to the Deafgard unit using the cable.



2. Place the pad in the cradle.

Note: The pillow pad will not vibrate when in the cradle.



The Deafgard will require charging before powering on and operating.

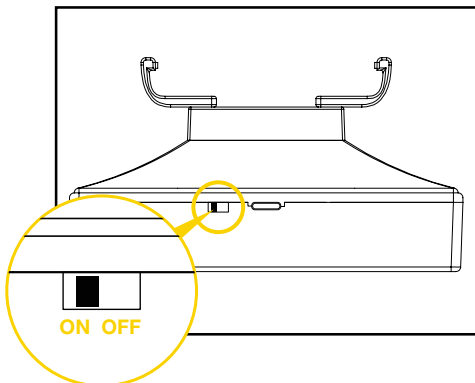
3. Plug in the supplied USB-C cable and adaptor to the back of the Deafgard to charge the unit.

It can take up to 5 hours to fully charge the Deafgard.

Once charged, the Deafgard will last approximately 2 days before it needs charging again.

Note: It is recommended that the unit remains plugged in when it's in use, especially overnight.

Powering on



Once charged, turn the Deafguard on by sliding the power switch at the back.

The unit will power up and display “**Initialising**” on the screen.

It will then display the time, battery indicator and alarm time.

Note: The display will turn off after 10 seconds, if the keypad is not touched. The unit is still in operation, and listening out for an alarm.

Battery indicator

If the battery indicator on the screen displays 1 bar or “!”, the battery needs recharging, using the supplied cable and adaptor. The status LED will also flash red every 10 seconds to indicate low battery.

Once the Deafguard fully runs out of battery, it will need charging for up to 5 hours before turning back on.



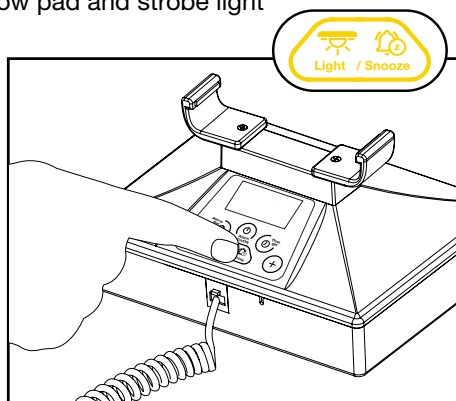
Self test

A self test can be performed to check the pillow pad and strobe light are working as intended.

To perform a self test:

1. Remove the pillow pad from the cradle and press and hold the **Light/Snooze** button for 3 seconds.
2. The pillow pad will vibrate, the strobe and red status lights will be on and the screen will display ‘**FIRE**’.

Note: We recommend a self test is carried out regularly.

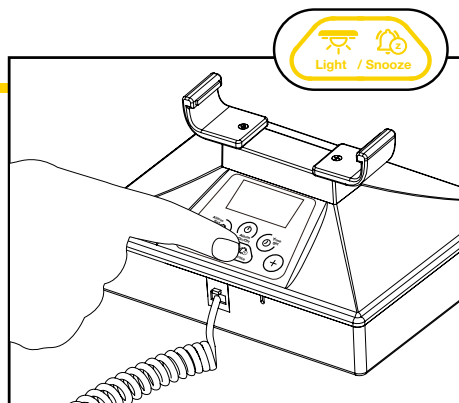
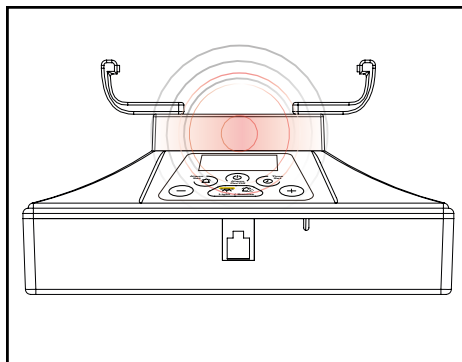


Strobe and status lights

There are 2 lights on the Deafgard unit.
One status light in the centre which flashes **GREEN** or **RED**, and a **WHITE** strobe light which can also be used for a night light.

The status light will flash according to the status of the Deafgard unit.

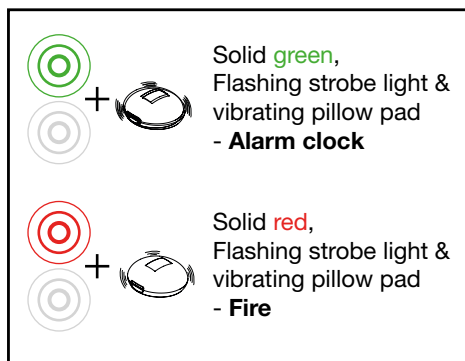
The strobe light will flash when there is a fire or during an alarm.



Night light:

The Light / Snooze button can be pressed to turn on the night light. Press again to turn it off.

Key:



Alarm clock:

During an alarm the status light will display **green** and the strobe light will flash amber.

Fire alarm:

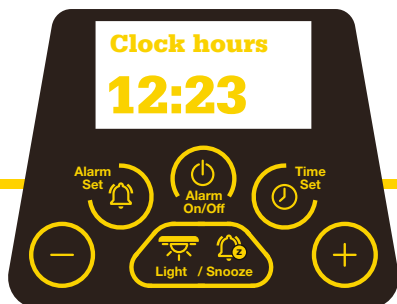
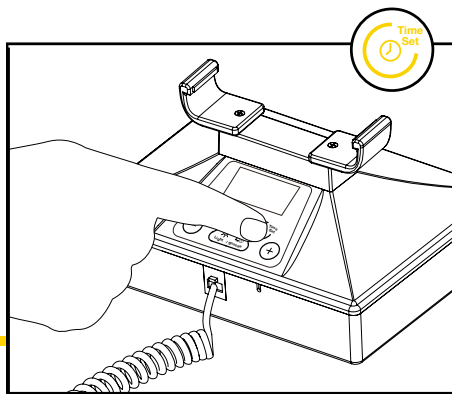
During a fire alarm the status light will display **red** and the strobe light will flash amber. The screen will also display 'Fire'

Note: If the pillow pad is in the cradle, it will not vibrate.

Setting the time

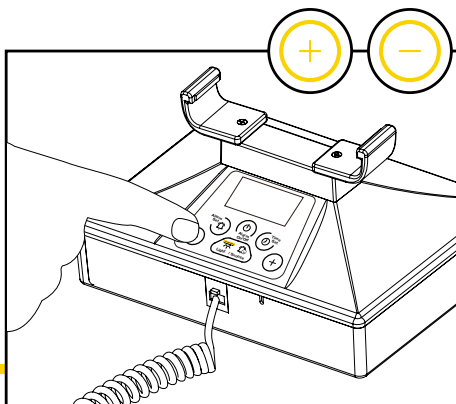
The time can be set with the pillow pad in or out of the cradle.

The time will need to be re-set whenever the Deafgard is turned off or when daylight saving time occurs.



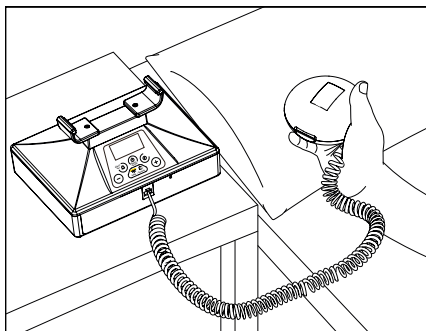
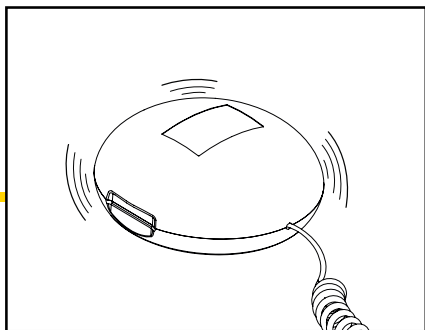
To set the time:

1. Press **TIME SET**
2. 'Clock hours' will be displayed and can be adjusted using the + / - buttons.
3. Press **TIME SET** again.
4. 'Clock minutes' will be displayed and can be adjusted using the + / - buttons.
5. Press **TIME SET** to finalise the changes.



Fire alarm test

1. Place Deafgard where it is to be used, for example on the bedside table. Place the pillow pad under the pillow.

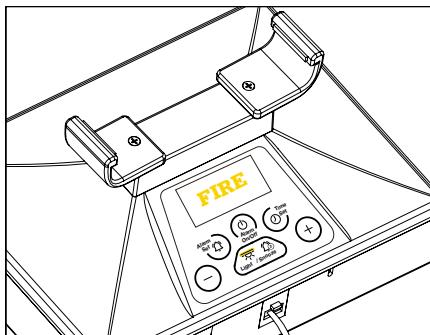


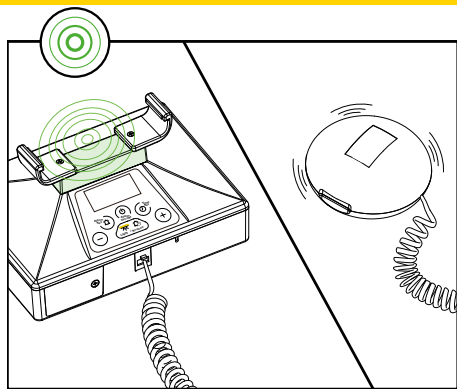
2. Sound the fire alarm for a minimum of 30 seconds.
3. Deafgard will activate within 10 seconds of hearing the fire alarm.

The pillow pad will vibrate, the strobe light will flash, the status light will be red and the screen will display **FIRE**.

4. Deafgard will continue to enter the fire condition while the fire alarm is sounding.
5. If Deafgard does not respond to your fire alarm, it may be that your alarm is too quiet.

Note: If the Deafgard unintentionally goes off to background noise, you can press the Light/Snooze button to stop the pillow pad vibrating and turn off the strobe light. The Deafgard will stop listening for an alarm for 30 seconds.





Alarm clock function

Deafgard can be used as an alarm clock as well as a fire alarm.

When the alarm clock activates, the pillow pad will vibrate constantly, the green status light will be on and the strobe light will flash

To set the alarm:

1. Press **Alarm Set**
2. '**Clock hours**' will be displayed and can be adjusted using the + / - buttons.
3. Press **Alarm Set** again.



By pressing **Snooze**; the alarm will snooze for 5 minutes with each press. The unit will display **SNOOZE** when in snooze state.

Press **Alarm On/Off** to turn off the alarm when activating - it will go off again the following day at the set alarm time.



4. '**Alarm minutes**' will be displayed and can be adjusted using the + / - buttons.

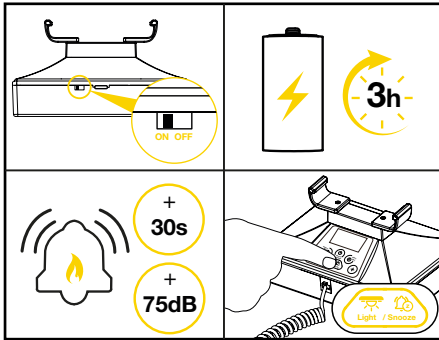
5. Press **Alarm Set** again to finalise the changes.

Note: Once set, the bell symbol will be displayed on the screen to show the alarm clock is on.

To turn the alarm clock on and off press **Alarm On/Off**.



Troubleshooting



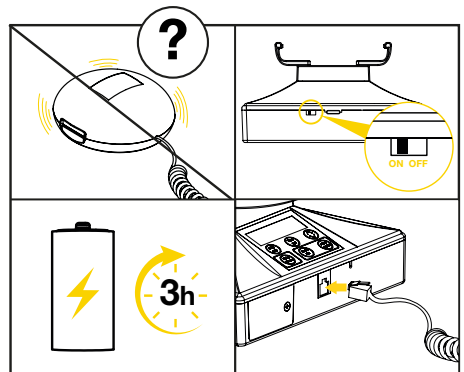
Why does Deafgard not respond to the fire alarm?

- Check the unit is switched on at the back of the unit.
- Check the battery is charged by pressing any button on the keypad and seeing if the display turns on.
- Ensure the fire alarm is sounding for at least 30 seconds.
- Check the fire alarm is louder than 75 decibels.
- Perform a self test to ensure there is nothing wrong with the hardware (see page 3).

If all the above are ok and the self test does activate, reboot the device by turning it off and then on again, using the switch at the back. Please note: This will remove the time settings. If the Deafgard still does not respond to the alarm, then either the Deafgard cannot recognise the alarm tone or there is a hardware error with the microphone.

Why doesn't the pillow pad vibrate?

- Check the unit is switched on at the back of the unit.
- Check the battery is charged by pressing any button on the keypad and seeing if the display turns on.
- Check that the cable for the pillow pad is connected securely.
- Perform a self test to ensure there is nothing wrong with the hardware (see page 3).
- Check that the pillow pad is not in the cradle - it will not vibrate if it is in the cradle.



If all the above are ok and the self test does activate, reboot the device by turning it off and then on again, using the switch at the back. Please note: This will remove the time settings. If the pillow pad still does not vibrate to the alarm, there is an issue with the hardware.

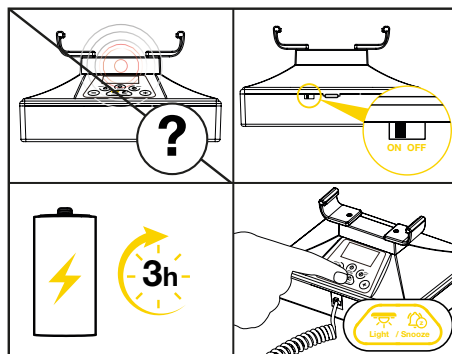
If you need further assistance, please call our customer service team on +44 (0)1273 320650.

Troubleshooting

Why doesn't the strobe light flash?

- Check the unit is switched on at the back of the unit.
- Check the battery is charged by pressing any button on the keypad and seeing if the display turns on.
- Perform a self test to ensure there is nothing wrong with the hardware (see page 3).

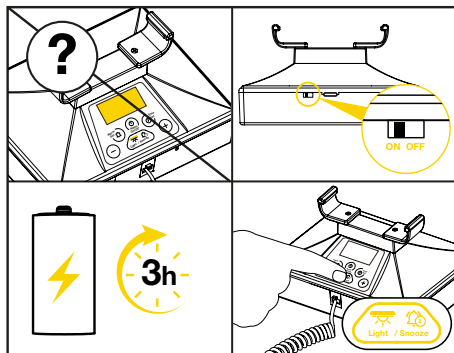
If the strobe light still doesn't activate, reboot the device by turning it off and then on again, using the switch at the back. Please note: This will remove the time settings.



Why is the screen not displaying anything?

- Check the unit is switched on.
- Check the battery is charged by pressing any button on the keypad and seeing if the display turns on. If the battery is fully depleted, you will need to charge the Deafgard for up to 5 hours before the display turns on.

Note: The screen will automatically turn off after 10 seconds and turn on if any button is pressed.



If the screen still does not display anything after charging, reboot the device by turning it off and then on again, using the switch at the back. Please note: this will remove the time settings.

If you need further assistance, please call our customer service team on +44 (0)1273 320650.

Manufacturer's warranty

Fireco Limited ("we" and "us") warrants to the customer ("you" and "your") that the product will be free from defects in material and workmanship for a period of 24 months from the date of purchase. If the product is defective whilst under warranty we will, at our option, repair the product or replace it free of charge.

If the product appears to develop a defect while under warranty please first check that the product is being correctly used in accordance with this operating guide and that the batteries are functioning. If this does not resolve the problem please contact us in writing at the e-mail address shown below or telephone the technical advice line.

The warranty does not apply to any defect in the product arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, abnormal working conditions, failure to follow the instructions in this guide, misuse or alteration or repair of the product without our prior approval. The warranty does not cover batteries, which may need to be replaced within the period of the warranty. We will not be liable to you for any loss of profits, administrative inconvenience or indirect or consequential loss or damage arising out of any defect in the product.

Where the products are sold under a consumer transaction (as defined by the Consumer Transactions (Restrictions on Statements) Order 1976) your statutory rights are not affected by the terms of this warranty.

For further assistance contact customer services on:

+44 (0)1273 320650

support@fireco.uk

**Fireco EU Authorised
Representative:**

Clever Representative AB
Box 1898
116 74 Stockholm
Sweden