



FAAST LT removes false alarms and reduces maintenance costs for leading UK food and beverage manufacturer

Security And Fire Experts (SAFE) Ltd, based in Manchester, serve a variety of diverse industries, providing a comprehensive range of fire and security products, integration and ongoing support. Despite the differing conditions in the applications they serve, there is a common theme from customer requests, when updating systems; the ability to reduce false alarms, remove unnecessary process downtime, reduce maintenance and emergency call outs and achieve benchmark detection accuracy with an easy-to-use system.

Challenging environments

Two of the most challenging applications for fire detection are cold storage and beverage manufacture. Cold storage applications are prone to false alarms and faults resulting from temperature fluctuations and humidity fog. Processes within food and beverage manufacture create intensive maintenance needs and the risk of false alarms.

In such applications where all other detection methods fall short and false alarms and faults are hard to avoid without intensive maintenance and unnecessary process downtime, FAAST LT's aspiration smoke detection technology provides the ideal solution.

Mike Tobin, Technical Director for SAFE, explains why FAAST LT was the only solution capable of meeting his client's needs. "We have a company philosophy at SAFE that we 'do it right or not at all' and FAAST LT is a fire detection solution that truly mirrors that ethos, enabling us to meet our client needs and add real value as a fire detection expert. The impressive capability of FAAST LT was ideal for our client's applications (a cold storage food produce facility and a beverage manufacture facility), and its result has enabled us to exceed our client's expectations and address all the issues they were encountering with their previous systems."

Application demands

Mike talks about the specific application challenges faced. “Our client’s facilities had a big problem with false alarms and faults; they were occurring at a high frequency in both applications, causing downtime and frequent emergency call outs.

As a leading food and beverage manufacturer operating 24/7, downtime was simply unacceptable. It was not unusual for us to receive emergency call outs as frequently as four times per month. The beverage manufacture application was previously using point detection, which was causing frequent faults, false alarms and required intensive cleaning. The cold storage facility, was using 20 IP rated heat detectors, which didn’t offer the maximum protection the facility needed, and were also false alarming due to temperature fluctuations. “At SAFE we pride ourselves on offering a value-added and cost-effective service, so the ability to remove false alarms and reduce both on-site maintenance needs and emergency call out fees was essential in both cases.

“As an approved supplier of Honeywell products (through Gent), FFAST LT was the natural choice and its performance has exceeded our expectations – both facilities have removed all false alarms and faults and we have not had an emergency call out since installation in March 2015! We are so impressed that we now plan to recommend the FFAST range as the ideal replacement for comparable detection solutions, because the system is so adaptable and stable, it offers sampling flexibility, practical maintenance options and easy integration with the fire system. Another key value is its ongoing cost reduction compared with other fire detection solutions.

Simple maintenance

Both integrators and end-users alike consider ease of installation, maintenance and ongoing use as a primary factor in system selection. Mike comments on the benefits leveraged by the SAFE team and the end-user. “A big advantage for the SAFE team is FFAST’s ease of installation and set up; the system integrated easily with the existing safety systems and the use of PipelQ software provided installer-friendly system design set-up. From the perspective of our customer, PipelQ is easy to use for ongoing monitoring and configuration - it’s really effective software. Our client also likes the fact they can see system status via FFAST LT’s front panel indicator; this provides peace of mind.

“FFAST LT is also easy to test at ground level and requires reduced maintenance – this ease of testing is particularly advantageous during beverage manufacture monitoring, where maintenance needs are often increased, helping the client address any residue build-up before it becomes an issue. Our client can now maximise process uptime and leverage premium fire detection coverage at a reduced total cost.”

Class-leading solutions and support

Mike closes by highlighting the additional reasons why SAFE will be recommending the FFAST range to their clients from now on. “FFAST LT doesn’t let you down and delivers where comparable solutions can’t – this device proves the fact that you can achieve benchmark detection coverage, remove false alarms and leverage ease of use and ongoing maintenance, while also reducing costs and adding bottom line value. It’s not just the product itself, but the technical support that is a differentiator. I worked for a leading fire detection manufacturer for many years before we set up SAFE, so I have first-hand experience of both client and supplier side best practice, and Honeywell is a highly customer-focused organisation.

“The technical support and application guidance from Gent is second-to-none, so we know we can get the most out of FFAST LT and adapt it to suit individual requirements. We not only recommend the FFAST range for all application use where other detection methods are falling short, but we also recommend working with Honeywell; they’re a great team, offering great technical support and great products that can’t be matched.

“Our aim is to be the best we can be and Honeywell is helping us achieve that remit, making a real positive impact on our business and reputation in the industry. For us, it’s all about customer satisfaction and our customer is delighted with FFAST LT and our ability to remove all the previous challenges and unnecessary costs they were experiencing.”

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