WES+ Troubleshooting guide

LED codes

Green LED

Active units with no faults will flash their green LED once every 4 seconds.

Amber LED

If the amber LED flashes in one of the grouped patterns given below, that unit requires investigation and should not be relied upon as part of your alarm system until the fault is corrected.

Group Flash 1 - Low Battery	☀	☀
Group Flash 2 - Low signal	☀ ☀	☀ ☀
Group Flash 3 - No signal	☀ ☀ ☀	☀ ☀ ☀
Group Flash 4 - Tamper	☀ ☀ ☀ ☀	☀ ☀ ☀ ☀
Group Flash 5 - Re-arm	☀ ☀ ☀ ☀ ☀	☀ ☀ ☀ ☀ ☀

Red LED

If a detector has raised the alarm, its red LED indicator will flash during a fire alarm.

Base Station Warning Codes

The Base Station will alert you to various system faults using the codes below. Some will clear once the problem is corrected.

Warning Code	Warning	Description	Action
BAT	Low Battery	Unit NNN has a low battery	Contact Ramtech to arrange battery replacement.
DET	Detector Tamper	Detector unit NNN has had its detector head removed	Message will clear once unit has its detector head replaced.
EXT	External Tamper	Unit NNN has been removed from the wall/ceiling	Message will clear once unit is replaced.
FLT	Flat	Unit NNN has turned off, its battery is flat	Contact Ramtech to arrange battery replacement.
INT	Internal Tamper	Unit NNN has been opened up and potentially tampered with or damaged	Tamper should be investigated. Message can be cleared via the base station or WES app, however unit warranty is now void. Contact Ramtech for further advice.
LAT	Latched	The call point on unit NNN is still latched in after the alarm has been reset	Message will clear once unit has been reset.
REM	Removed	Unit NNN has been deactivated and removed from the fire alarm system	Investigate removal. Message can be reset using the WES app.
SIG	Low Signal	Unit NNN has a low radio signal	Message will clear once unit is moved to a location with a stronger signal, or a Link unit is added to improve signal relay.
TST	Silent Test	Unit NNN initiated a silent test	Message will clear once silent test is complete.

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Unit Sounds

Call point unit periodically beeping after an alarm has been reset

Call point needs to be manually reset using the key provided.

Base station beeps frequently

System warning. If alarm has been raised, LCD screen will display 'ALARM ALARM ALARM' together with details of which unit has raised the alarm.

If another warning is given, check the warning code against the Base Station warning code table.

Silencing the alarm

The fire alarm will automatically silence 30 minutes after activation.

To silence the alarm manually at the call point which has been activated:

1) Insert reset key with tab to the right

2) Push key in as far as possible

3) Turn key anti-clockwise until a loud mechanical click is heard

4) Remove the key

All call points which have been activated must be manually reset using the key. Units which have not been reset will periodically beep after the system has re-armed.

To silence the alarm manually from any call point

1) Press the alarm button to activate the alarm

2) Follow the manual reset process above. You will still need to reset any other call point which has been activated once the alarm has been silenced.

To silence the alarm from the base station:

1) Press Enter and choose 'Yes' from the subsequent 'Silence Alarm' screen options.

2) Enter your access code when requested.

System disarm period

There will be a two minute disarm period after silencing the alarm, during which units may beep intermittently before returning to their normal operational state.