

# SMS Incident Report

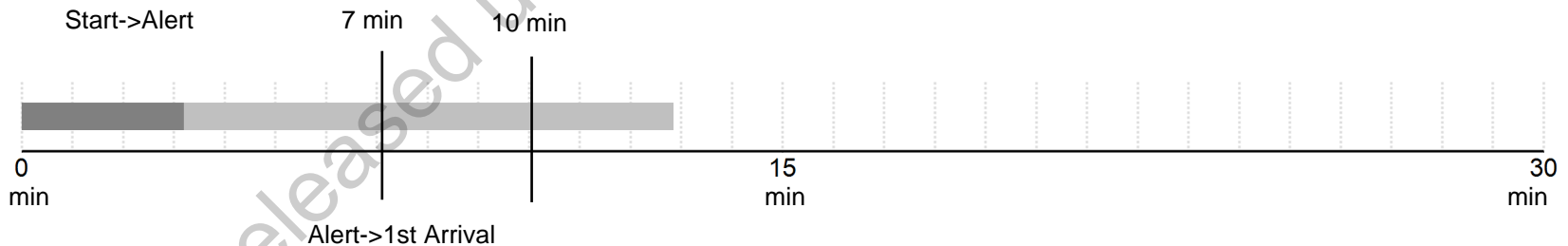
17/07/2017 14:56:36

## Summary

**CAD Number** F2339873 **Status** Closed  
**Station** Balmoral Station  
**Incident Started** 10/07/2017 05:09:53 **Incident Ended** 10/07/2017 05:20:59  
**Incident Type** 7103: False alarm: Defective  
**Common Name** CALTEX BALMORAL  
**Address** 340 SANDRINGHAM ROAD SANDRINGHAM  
**Alarm Method** 111 from Private Monitoring Company **Alarm Level** 1  
**PFA Number**  
**Zone** 146102  
**Map Grid E** 1754965 **Map Grid N** 5916480  
**First Caller** TELSTRACLEAR LTD **First Caller Contact** ██████████  
**Incident Closed** 10/07/2017 05:45:42  
**Report Completed** 9:26, Sat 15 Jul 2017 by Bruce Dodd

## Responses

Call Sign	Type	Station Alert	Enroute Time	Arrival Time	Departed
BALM611	P1	05:11:29 10 Jul 2017	05:13:03 10 Jul 2017	05:14:23 10 Jul 2017	05:22:29 10 Jul 2017
MTRO621	P1	05:11:29 10 Jul 2017	05:12:43 10 Jul 2017	05:18:14 10 Jul 2017	05:19:04 10 Jul 2017



## Elapsed Times

Call Sign	Start To Alert	Alert To Arrival	Start To Arrival	Start To Departed
BALM611	00:01:36	00:02:54	00:04:30	00:12:36
MTRO621	00:01:36	00:06:45	00:08:21	00:09:11

**Message Log**

Time	Message
05:11:03	INC INFO: ALARM ACTIVATION - COMMERCIAL
05:11:05	** LOI search completed at 10/07/17 05:11:05
05:11:16	SMOKE DETECTOR IN PLANT ROOM
05:11:17	** Recommended unit BALM611 for requirement PUMP (>0.6 km)
05:11:17	** Recommended unit MTRO621 for requirement PUMP (>3.4 km)
05:11:50	ATTENDER (STAFF MEMBER) ON SITE, BUT DOES NOT HAVE A PASSWORD. CHUBB TRIED TO
05:11:50	CONTACT MANAGER WITH NO SUCCESS
05:12:44	Unit MTRO621 [ K1 : PROCEEDING TO INCIDENT]
05:13:04	Unit BALM611 [ K1 : PROCEEDING TO INCIDENT]
05:13:12	FR NZFS
05:14:15	ATTENDER IS STAFF MEMBER FROM CALTEX
05:14:23	Unit BALM611 [ K77 : NOTHING SHOWING]
05:14:28	Unit BALM611 [ K77 : NOTHING SHOWING]
05:15:35	INC INFO: ALARM SOUNDING
05:15:35	Duplicate Event:Location = 340 SANDRINGHAM RD,SANDRINGHAM,AUCKLAND: @CALTEX
05:15:35	BALMORAL, Type = STRU - STRUCTURE FIRE, Caller Name = TELSTRACLEAR LTD, Caller
05:15:35	Ph Number = [REDACTED], Caller Address = [REDACTED], MOUNT WELLINGTON,
05:15:35	AUCKLAND CITY, Call Source = 111Inc InfoALARM SOUNDING, Event Source = Fire 111
05:15:35	End of Duplicate Event data
05:16:18	CHUBB STAFF MEMBER SAID STAFF HAVE SAID ALARM IS FAULTY [REDACTED] (AFTER
05:16:18	HOURS
05:16:18	CONTACT FOR CALTEX) HAS ADVISED THIS
05:16:51	Unit BALM611 [ KC : UNIT CALLING]
05:17:26	Unit BALM611 [ SITREP : ] SO DODD - ALARM ACTIVATED - SPEAKING WITH MANAGEMENT -
05:17:26	UNAWARE OF ANY FIRE - INV FURTHER
05:18:15	Unit MTRO621 [ K2 : IN ATTENDANCE AT INCIDENT]
05:19:05	Unit MTRO621 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]
05:20:28	Unit BALM611 [ KC : UNIT CALLING]
05:20:59	Unit BALM611 [ K46-3 : STOP MESSAGE: FALSE ALARM DEFECTIVE APPARATUS] BUILDING
05:20:59	SEARCHED NSOF - DEFECTIVE APPARATUS
05:22:30	Unit BALM611 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]
05:45:41	** Assigned Result Code: STRU, Detailed Event Type: 7100, Qualifier 1: Q1,
05:45:41	Qualifier 2:

**Incident**

<b>CAD Number</b>	F2339873
<b>Incident Reporter</b>	Bruce Dodd
<b>Incident Controller</b>	bruce dodd

Distance Travelled (km) 5  
Delay In Receiving Call

**False Alarm**

Detector Type Thermal detector  
False Alarm Cause Equipment | Unable to classify  
Other Cause unknown

**Property Details**

Occupant  
Building Owner  
General Property Use Shop, Shopping mall, Supermarket, Service station, Car yard, Other sales use  
Special Property Use Service station: Public  
Purpose Group WM - Working, Business or Storage Moderate Fire Hazard

**Comments**

7/15/2017 9:26:08 AM

Reporter Comments

worker dose not no why we were called he told the monitoring company not too

Bruce Dodd

Released under the Official Information Act