Humber Teaching
NHS Foundation Trust

STANDARD OPERATING PROCEDURE
FULL DOOR ALARM FOR INPATEINT WARDS

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Name of Trust Strategy / Policy / Guidelines this SOP refers to:	

VALIDITY – All local SOPS should be accessed via the Trust intranet

CHANGE RECORD

Version	Date	Change details
1.0	*August 2023*	*New SOP. Approved at Clinical Environmental Risk Group (CERG) - 17 August 2023.*

Contents

1. INTRODUCTION

This procedure outlines the agreed processes for the management of bedroom doors on inpatient wards with the full door alarms installed by SafeHinge Primera. This includes the testing of the door alarm, safe operation of the anti-barricade system and the general operation/access by staff and patients.

2. SCOPE

All staff working on inpatient wards with the full door alarms need to be aware of their operation, testing and any maintenance requirements. This will include the issuing of wristbands/cards/fobs to patients for their individual bedroom.

3. DUTIES AND RESPONSIBILITIES

Matron:
To ensure that all wards follow these procedures and escalate any issues as appropriate via the appropriate Division or Estates Department as required. Any issues relating to the operation of this system to be raised in the appropriate meeting forums (Reducing Restrictive Interventions and Clinical Environmental Risk Group).

Team Leader/Clinical Lead:
To ensure all staff working on the wards are fully aware of this procedure and staff on duty have had agreed training in the operation of the anti-barricade system and emergency door access process. To ensure that the ward induction process for staff covers the above as well as the use of key fobs. That staff are aware how to issue wristbands/cards/fobs to patients for their individual bedroom.

Ward based Staff
To follow procedures and escalate any concerns/issues to the Team Leader/Clinical Lead/Matron. To complete a Datix as necessary. To complete appropriate training as required. To ensure that all new staff coming onto the ward are inducted in the safe use of the key fobs and anti-barricade system and emergency door access process. That this is recorded on the induction form. That they demonstrate and provide patients with wristbands/cards/fobs for their individual bedroom.

4. PROCEDURES

4.1 Patient Access to bedrooms

All patients will be allocated and inducted as to how to use the wrist band/card/fob at point of admission. This will be recorded on the Patient Bedroom Access Agreement, **Appendix 6**. Risk assessment and access to bedroom door wrist band/card/fob will be recorded on the patient's safety plan where there has been a decision not to issue a patient with any of these

devices based on risk. This will be reviewed by the MDT and access granted as the risk reduces and is clinically indicated.

Bedroom Door Access Operation
The device issued to patients will only open the bedroom door that it is programmed for. Place the device onto the activation panel and hold in place until the green light shows; you can then open the door. If the Blue light flashes, remove the device and wait for it to clear before retrying to open the door. The door will lock automatically when entering and leaving the bedroom.

Leave
Under no circumstances are these devices to leave the inpatient areas. Patients must hand these in prior to going on any form of leave. It is the responsibility of the member of staff letting the patient out of the building to check that the patient is not leaving the premises with bedroom door access device. This will be supported by a locally agreed monitoring process covering where devices will be stored when not in use.

4.2 Loss of bedroom access device

Loss by a patient
Loss of a device does not constitute a major security risk. It should, however, be noted in the shift log and reported to the Nurse in Charge of the shift.

If a device is lost a thorough search of the area should be under taken by staff and where appropriate supported by the patient.

If a device cannot be found following a search of the ward it must be immediately taken off the system. A new device will then be issued to the patient by staff. Refer to **Appendix 3** for details of how to do this.

Loss of fob by a staff member
As staff bedroom fobs will activate and open all bedroom doors any loss of a fob should be immediately reported to the Nurse in Charge and the fob immediately de-activated. A Datix must also be completed should a staff key fob be lost.

4.3 Emergency access to bedrooms
In an emergency should the door lock fail or emergency access is required to a bedroom; staff should follow the guidance in **Appendix 2** and **Appendix 6** to gain safe access to the bedroom.

4.4 System Safety Checks
To ensure that the systems are working correctly and safely regular checks of the system and equipment must be made by each ward on a **weekly** basis. This will involve the following checks:

- Check on the designated computer for the battery levels for each bedroom door. Those flagging as needing to be changed should be done so immediately by staff.

- Check to ensure that all staff key sets have both a bedroom fob and an anti-barricade key on them. If any are found to be without either of these it is to be reported to the nurse in charge and replacement fobs/keys fitted. Where no replacements are available this must be escalated to the Team leader/Clinical Lead to order replacements and the key set taken temporarily out of use until the missing item is replaced.
- Check all patients have a bedroom door access device that have been risked assessed as appropriate to do so.
- Check that patients off the ward or where rooms are empty have left or have allocated a bedroom door access device.
- Check that devices are stored in the agreed place when not in use.
- Check **weekly** to ensure the full door alarm is operational as per **Appendix 1a**.
- Check **monthly** to ensure that the full door alarm is fully linked into the staff alarm system as per **Appendix 1b**.
- All the above checks must be recorded on the agreed form, **Appendix 7**. Apart from the weekly and monthly door alarm checks that will be recorded on the dashboard.

Guides to the programming and de-activating of wrist bands/fobs are in the appendices to this procedure, **Appendix 3**, as well as on the wards in the folder, which will be located next to the designated computer.

4.5 Withdrawal of bedroom door access devices

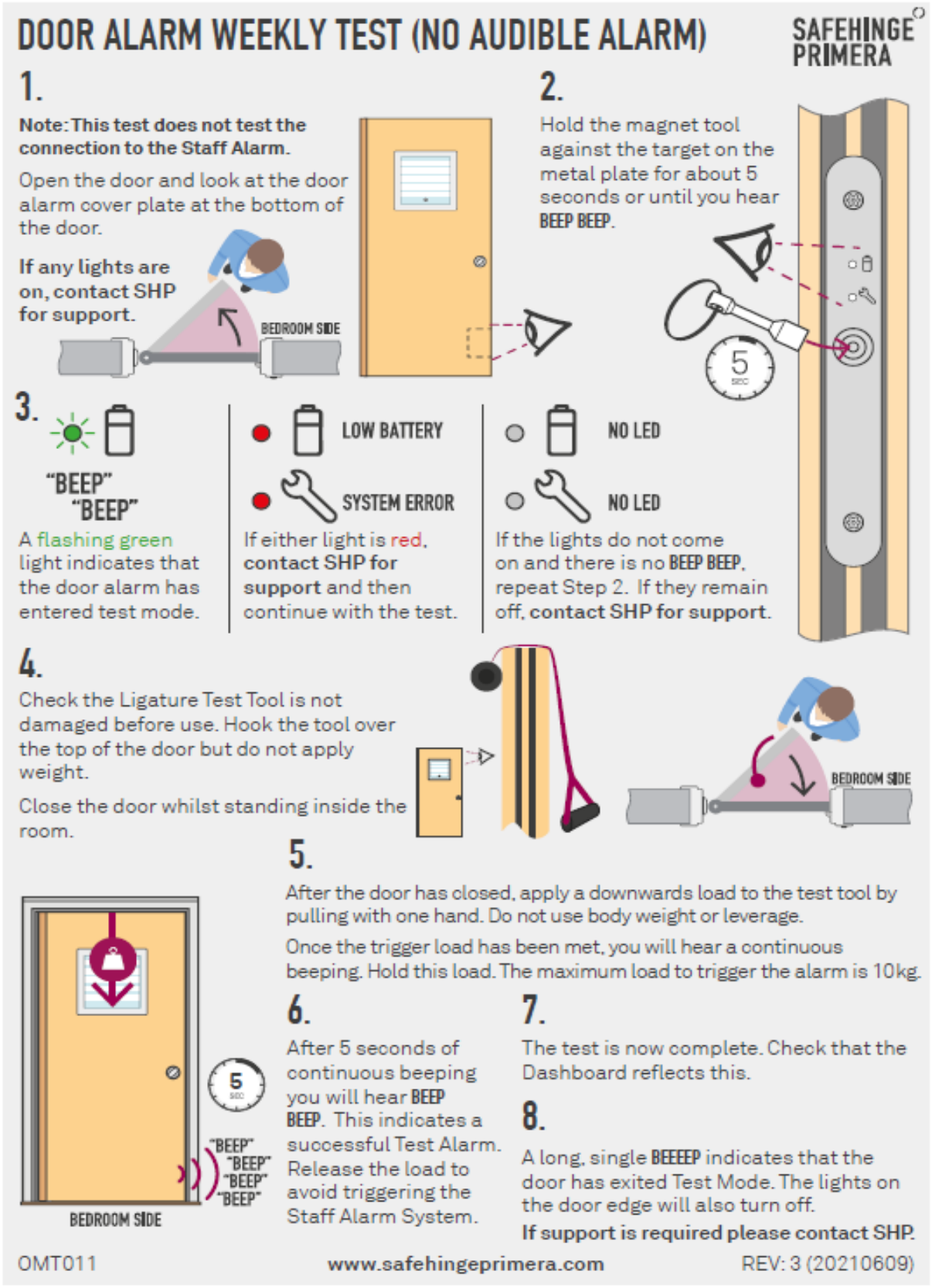
Devices may be withdrawn under the following circumstances:

- If presentation and risk assessment suggest that safety is compromised
- If the patient does not follow the guidelines set out in the Patient Bedroom Access Agreement.
- At the discretion of the MDT involved in the patient's treatment, for an agreed rationale and period of time.

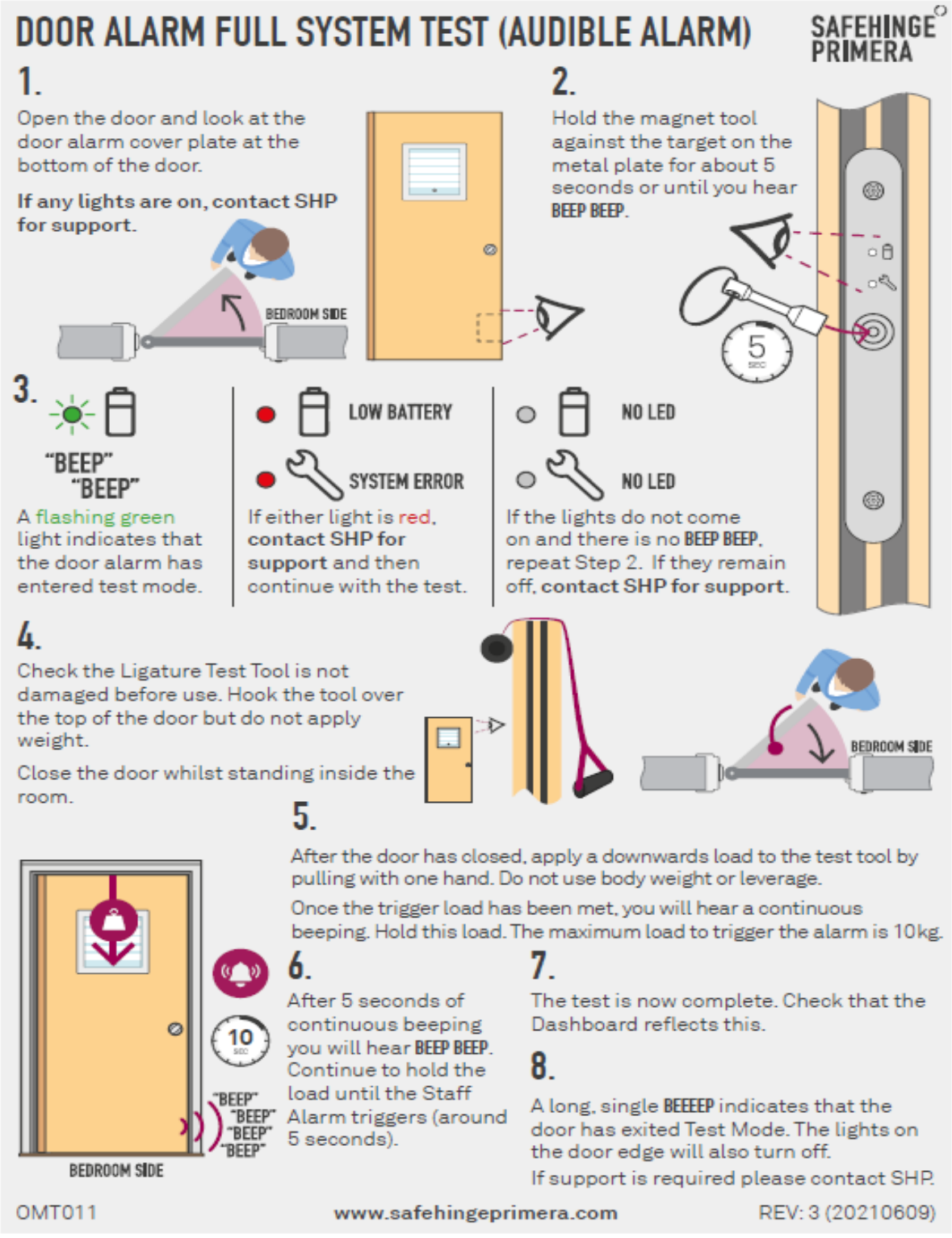
4.6 General guidance

General guidance around the door locking system can be found in **Appendix 8**. This highlights general usage of the electronic access control, specifically for these doors the electronic lockset with integrated override. There is also useful guidance around troubleshooting and issue reporting in **Appendix 7**.

Appendix 1a – Door Alarm Weekly Test (No Audible Alarm)



Appendix 1b – Door Alarm Weekly Test (Audible Alarm)



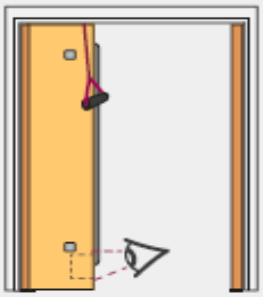
Appendix 1c – Door Alarm Test (Secondary Leaf)

DOOR ALARM TEST (SECONDARY LEAF)

SAFEHINGE PRIMERA

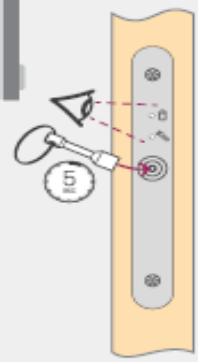
1. Open the primary leaf and look at the door alarm cover plate at the bottom of the secondary leaf.

If any lights are on, contact SHP for support.



2. Check the Ligature Test Tool is not damaged before use. Hook the Ligature Test Tool over the top of the secondary leaf but do not apply weight to it.

3. Hold the magnet tool against the target on the metal plate for about 5 seconds or until you hear **BEEP BEEP**.



4.

"BEEP"
"BEEP"

A flashing green light indicates that the door alarm has entered test mode.

LOW BATTERY

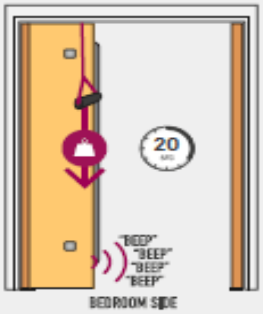
SYSTEM ERROR

If either light is red, **contact SHP for support** and then continue with the test.

NO LED

NO LED

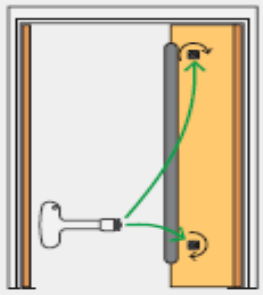
If the lights do not come on and there is no **BEEP BEEP**, repeat Step 2. If they remain off, **contact SHP for support**.



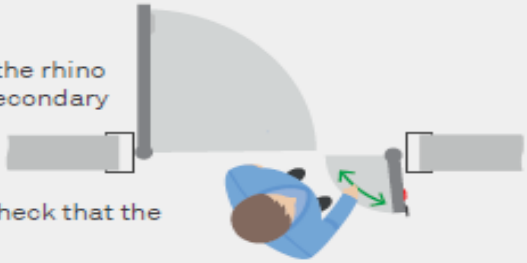
5. Apply a downwards load of roughly 10 kg to the door using the Ligature Test Tool.

Maintain the load. After up to 20 seconds you will hear a continuous beeping.

6. After 5 seconds of continuous beeping you will hear **BEEP BEEP**. Continue to hold the load until the Staff Alarm triggers (about a further 5 seconds).



7. Using a lifeline key, unlock the rhino bolts, open and close the secondary leaf, and re-lock the rhino bolts.



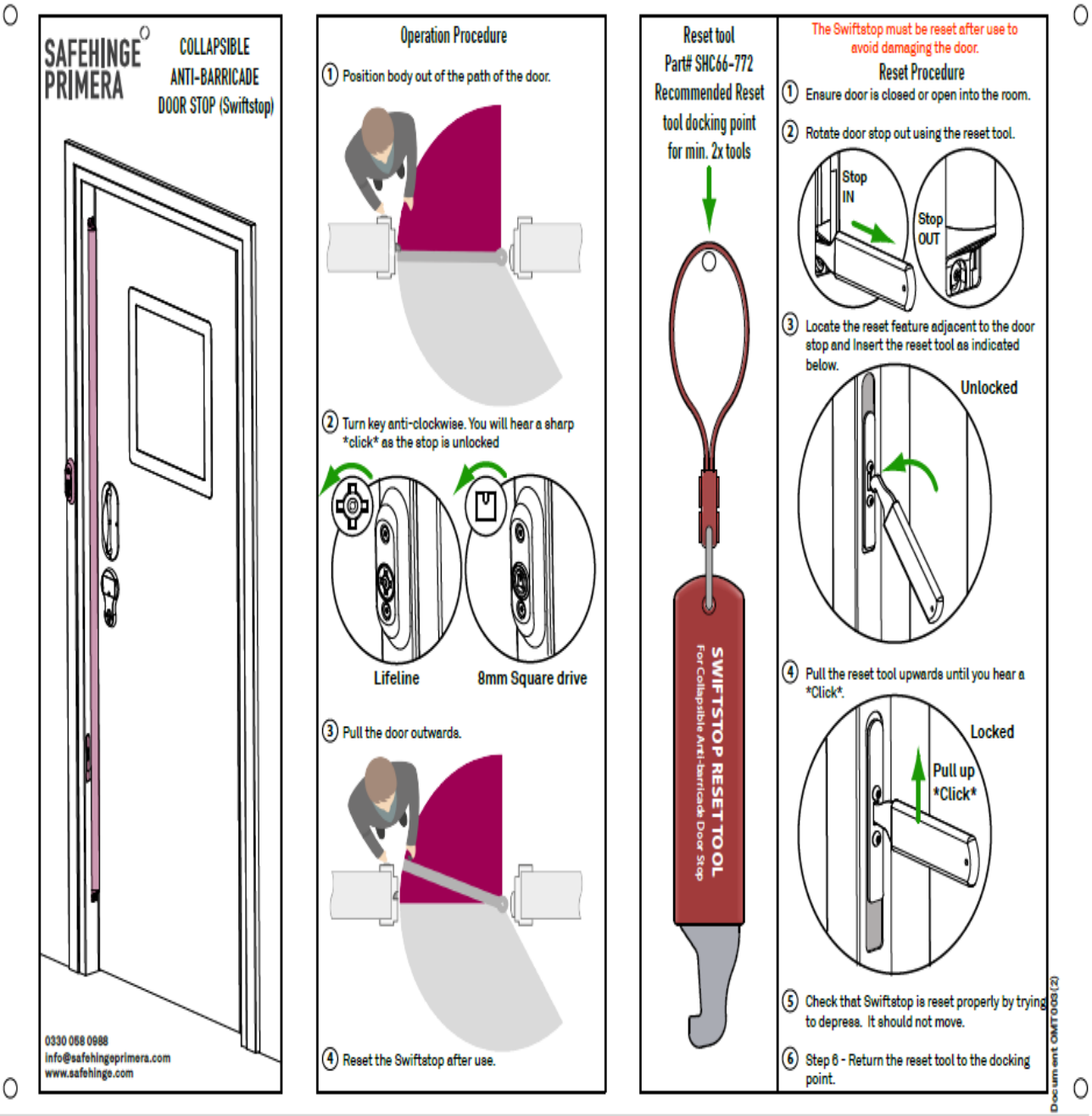
8. The test is now complete. Check that the Dashboard reflects this.

9. A long, single **BEEEEP** indicates that the door has exited Test Mode. The lights on the door edge will also turn off.

If support is required please contact SHP.

OMT011 www.safehingeprimera.com REV: 3 (20210609)

Appendix 2 – Safehinge Primera

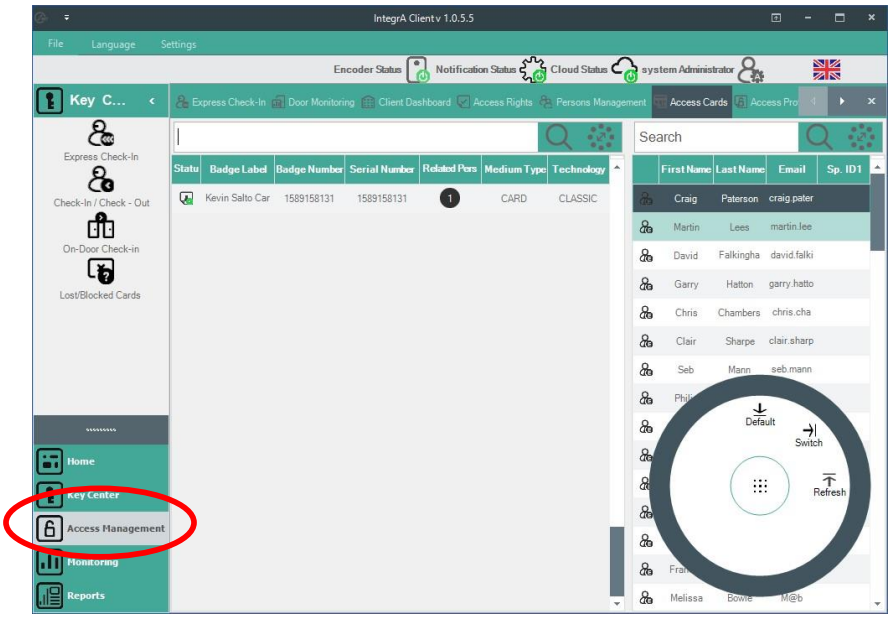


Appendix 3 - Credential and Person Management within Integra Access Control software

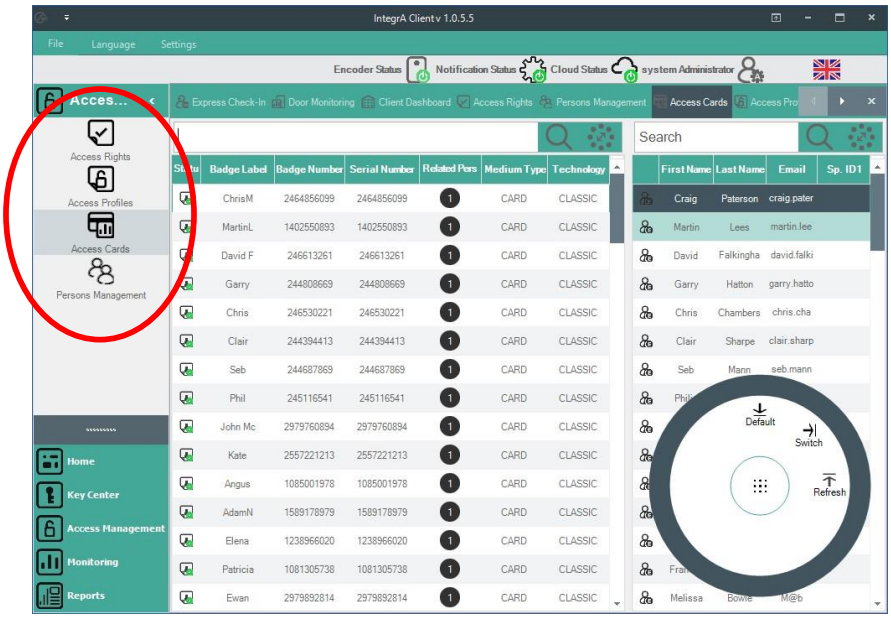
Credential and Person Management within Integra Access Control software

SOP031, Revision 2

Contents:

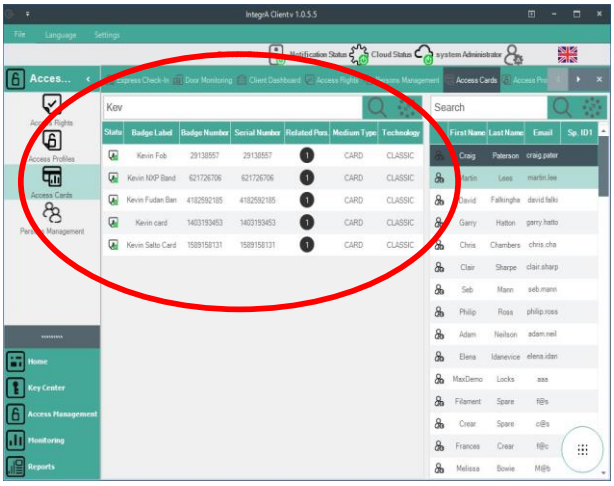


To monitor, add, block or remove people or credentials, click on “Access Management” within the main menu, located at the bottom left corner of the Integra software.

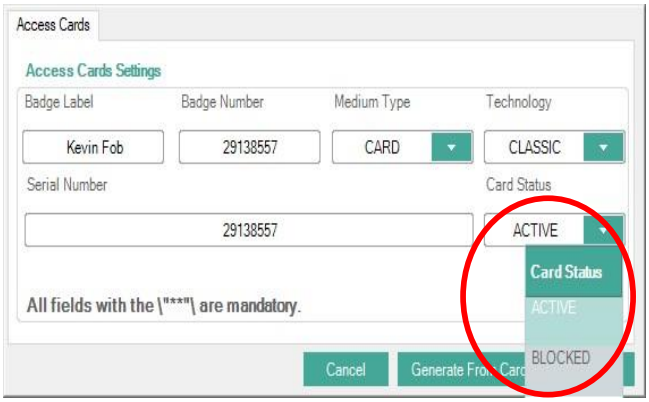


We then have four options in the sub menu, displayed as icons. The “Access Rights” and “Access Profiles” will already have been setup for you, typically “All doors” for staff and a separate profile for each bedroom including communal doors.
Click on “Access Cards” to view all current created credentials.

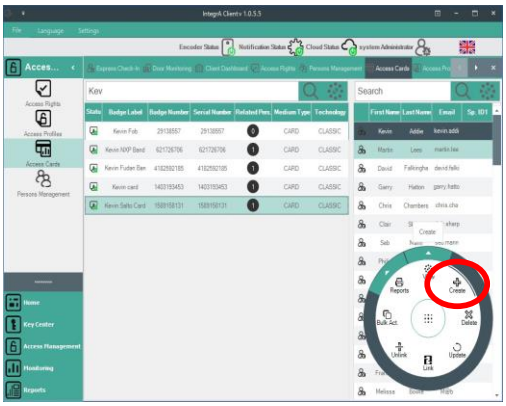
Chapter 1 – Managing permanent credentials



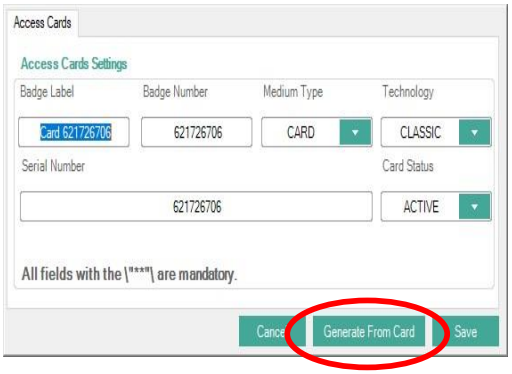
It is good practice to add a recognizable name to the credential, this lets you use the search function to find it at a later date, in this case showing all credentials for badge label starting with “Kev”



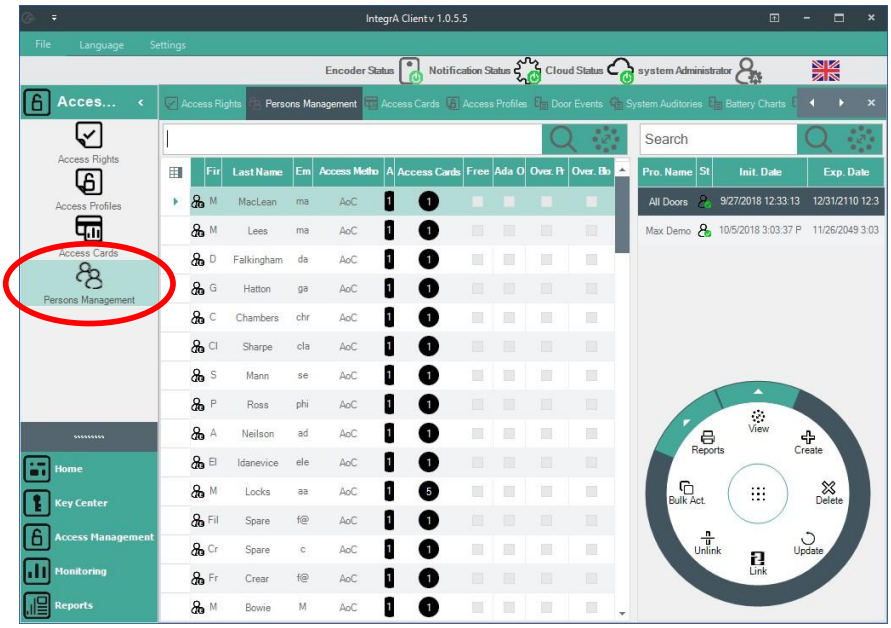
By double clicking on any individual record, you open a sub menu. Any credential can be blocked or marked as lost from this menu. The changes are instantly applied.
We can also generate new credentials from the “Access Cards” menu by



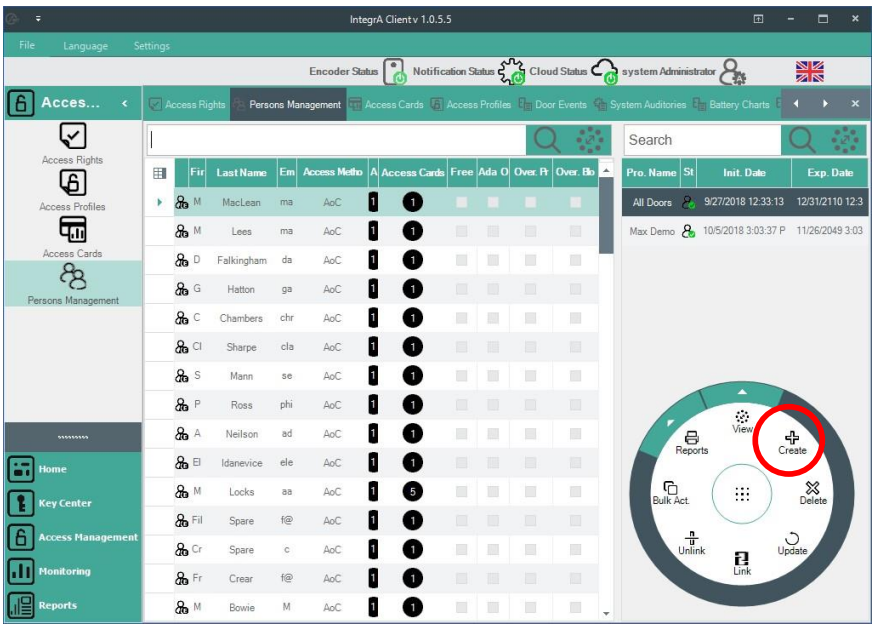
We can also generate new credentials from the “Access Cards “using the function wheel, if it is minimized, just click on the nine dots in the small circle. Click on “Create” to make a new credential.



When the sub menu appears, place the credential on the card reader then click “Generate from card.” The card serial number will populate automatically. It is good practice to change the Badge Label to something memorable, like the person’s name or the room number. This makes later card management much easier. “Medium type” should be changed to suit (card, wristband etc), then click save. The credential is now in the system.



Still within the “Access Management” menu item, we can now click on the “Persons Management” icon.

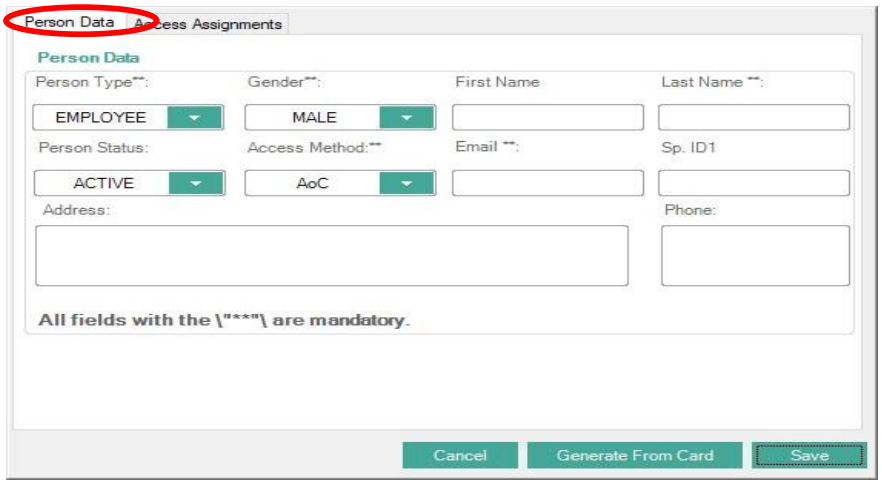


Click “create” on the function wheel to launch the window to start creating a new person

Chapter 1 – Managing permanent people

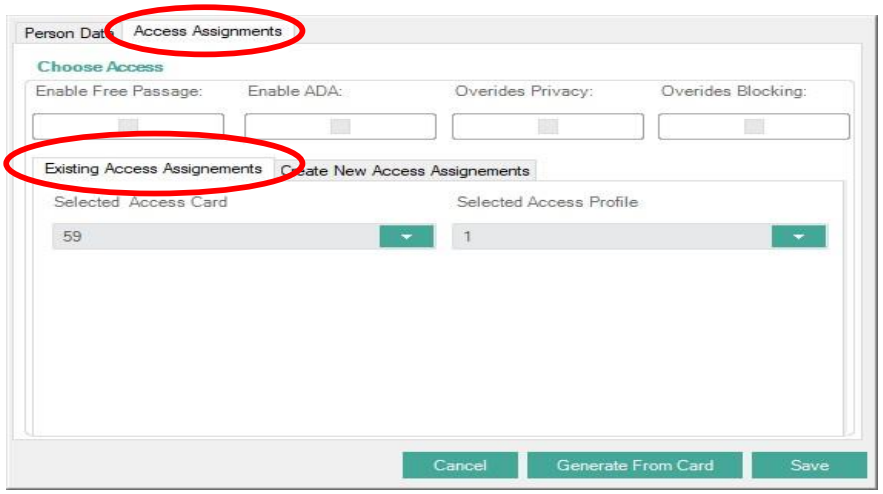
In the create new persons menu:

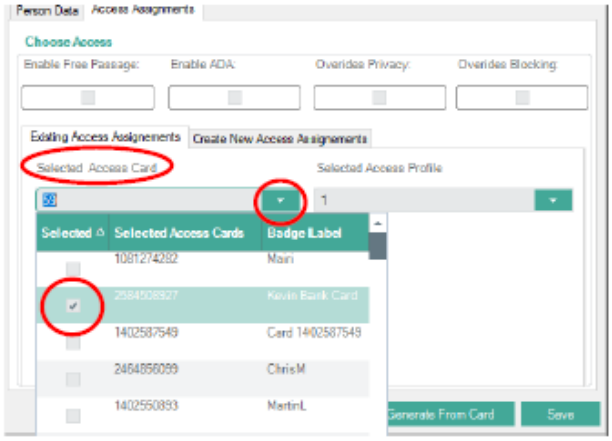
1) Use the “Person Type” drop down menu to select “Employee” (for staff).
2) Use the “Gender” drop down menu to select “Male” or “Female”
3) Please complete the first name and last name fields. Email is optional but good practice for staff as this email can be utilised later for system alerts.
4) “Address” text field can be used for any notes or comments regarding to this person.



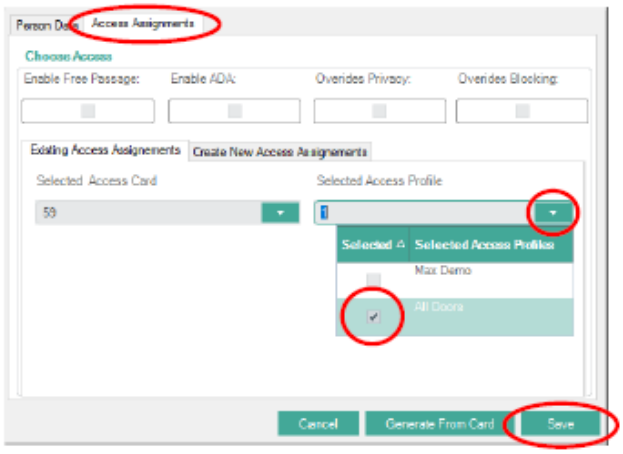
On the same menu, now select the “Access Assignments” tab. Ensure that the tab “Existing Access Assignments” is selected, the screen should look as per the image.

Click on the dropdown arrow titled “Selected Access Card” and tick the credential that has to be used for this person.
(





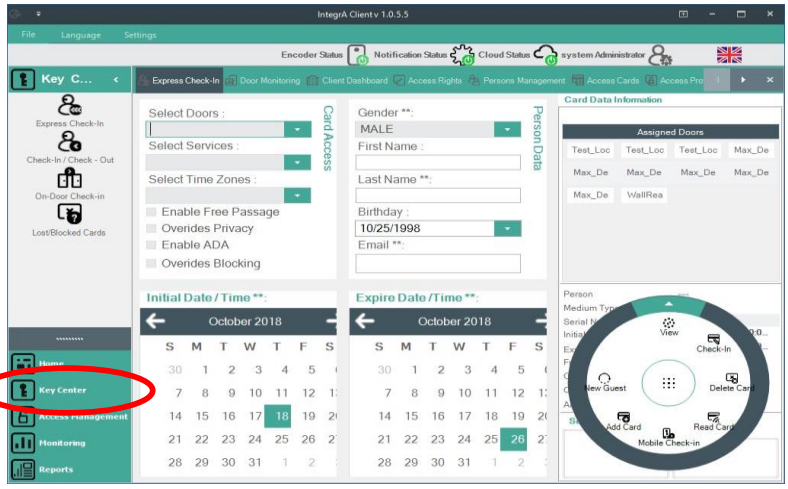
Click on the dropdown arrow titled "Selected Access Card" and tick the credential that has to be used for this person.
(Note, this is where adding a recognisable label when generating the credential helps).



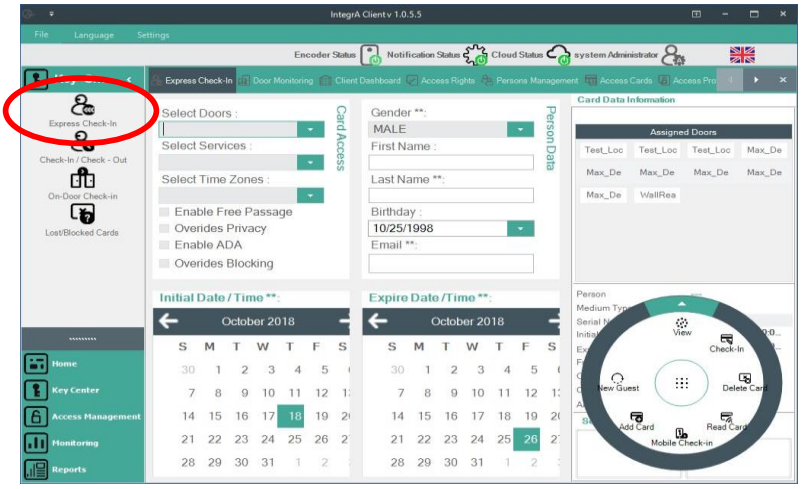
Click on the dropdown arrow titled "Selected Access Profile" and tick the access profile that has to be used for this person. Profiles and areas will be setup already in line with the lock plan consultation.
(Note, proceed with caution, applying "all doors" access profile allows free access and egress to every door within the facility!).
Click "save" when completed.
The person has now been created and a credential associated to the person. Test the credential on a nearby lock to ensure it is functioning correctly before issuing.

Chapter 2 – Managing temporary credentials and people

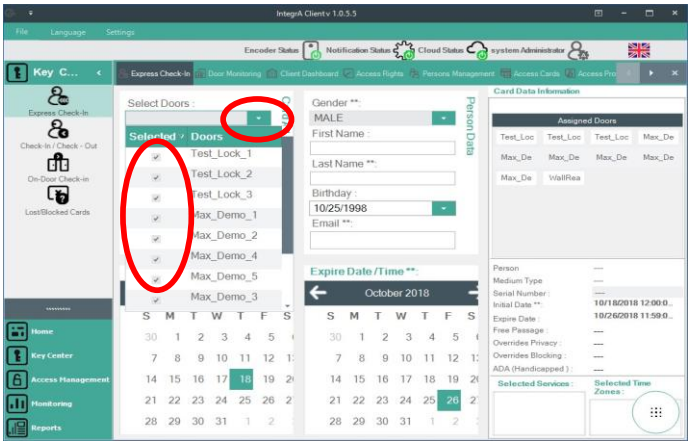
It is recommended best practice to manage Patients and temporary people and credentials (contractors, visitors etc.) in the following manner. Credentials will expire automatically should they be taken offsite. Select “Key Center” from the main menu.



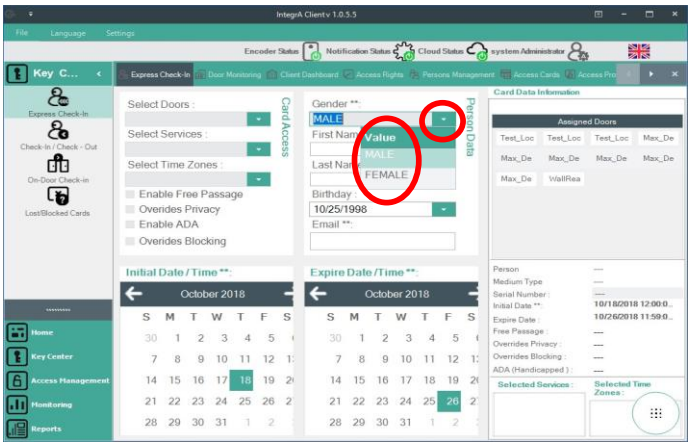
Click on the “Express check-in” icon



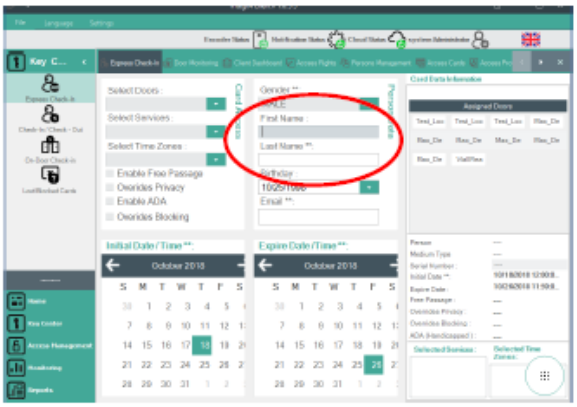
Click on the dropdown arrow titled “Selected Doors” then tick each door that the person has to be granted access. For Patients please select their bedroom and any other doors you wish to provide them access to.



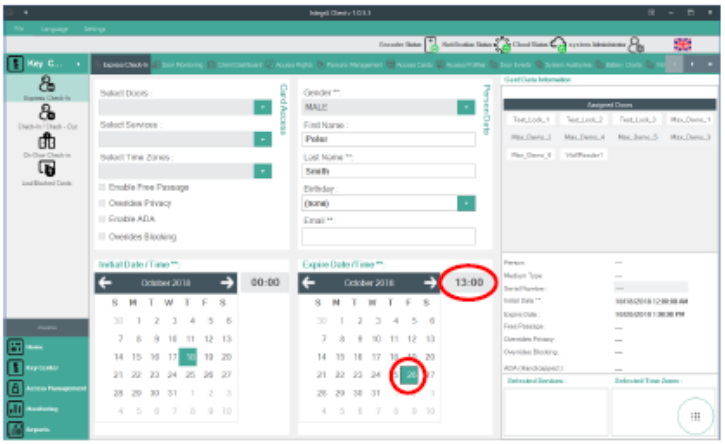
Click on the dropdown arrow titled “Gender” and select either Male or Female.



Chapter 2 – Managing temporary credentials and people

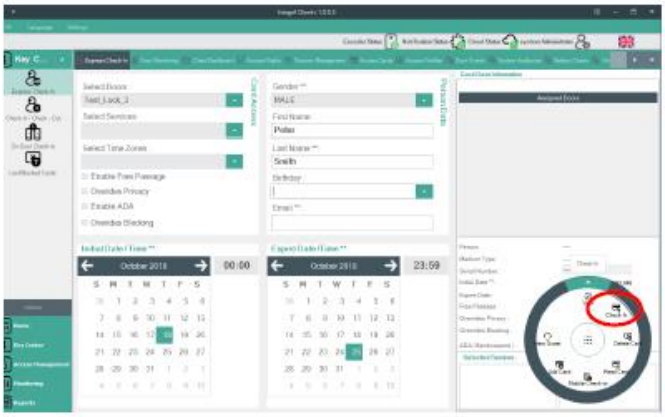


Enter first and last names into the corresponding fields. For Patients we have found it good practice to use Ward Name as First Name and Bedroom plus number for the second name. Birthday and email details are optional.



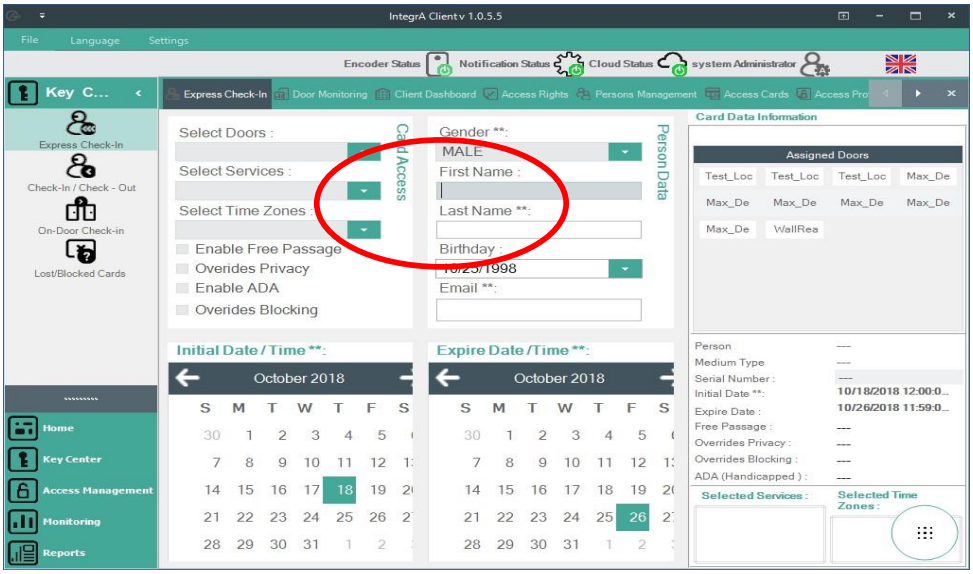
On the "Expire Date/Time" calendar, select the date and time that the credential should expire (Note – we recommend this is kept as short as possible for temporary people to keep the facility as secure as possible, credentials will automatically expire when this date and time has passed). For Patients please provide an adequate timescale for their potential stay.

Place the credential to be assigned onto the reader.



Click on the function wheel command "Check-In" to create the temporary credential and person.
A success message will appear on completion.
Test the credential on a nearby door before issuing.

Enter first and last names into the corresponding fields. For Patients we have found it good practice to use Ward Name as First Name and Bedroom plus number for the second name. Birthday and email details are optional.



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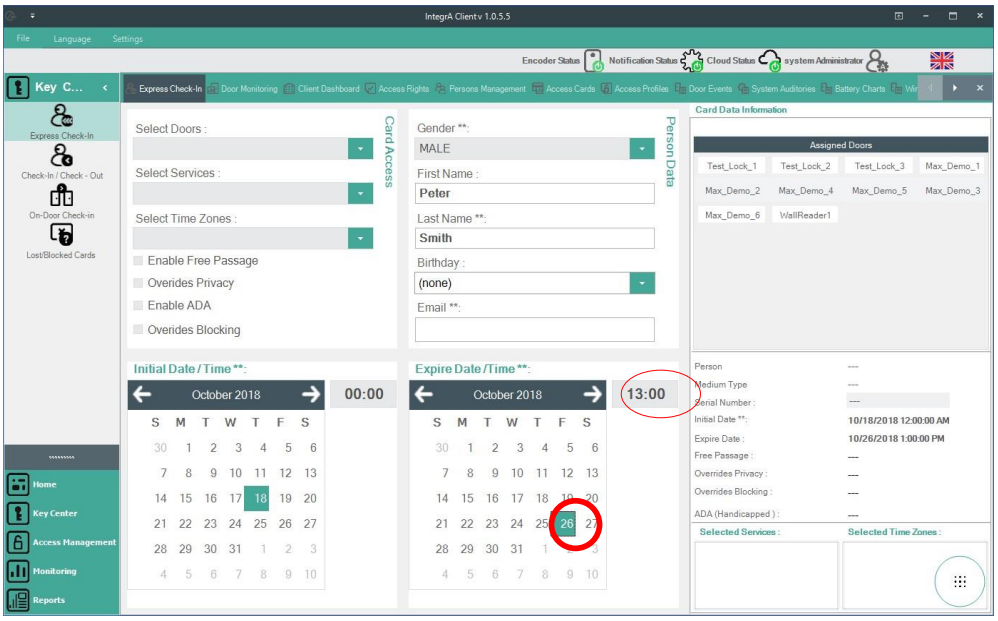
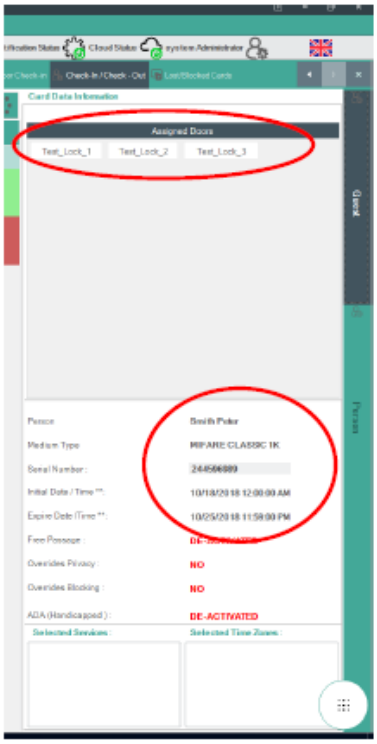




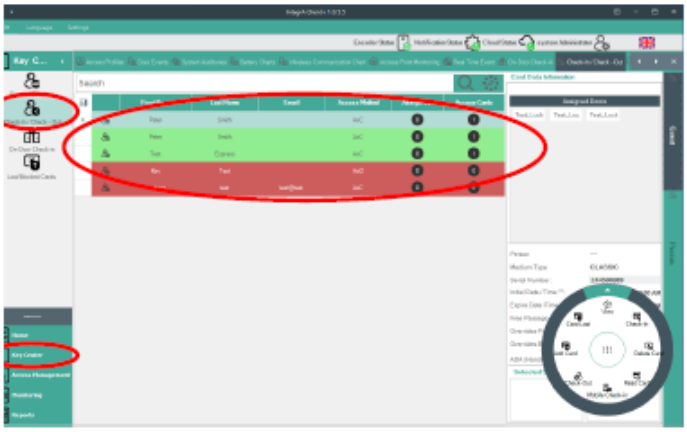
The output from the "Read Card" function is shown.

This shows:

1) The person detail that the credential has been assigned to
2) The credential type
3) The initial date and time that the credential was created
4) The credential expiry date at time

Also, at the top of the screen, we can see all the doors that have been assigned to this credential.

Chapter 2 – Removing temporary credentials and people

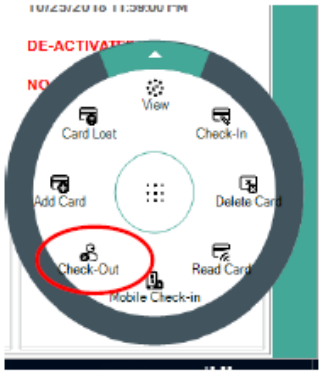


From the “Key Center” main menu, select “Check-In / Check-Out” icon to view current temporary credentials and people.

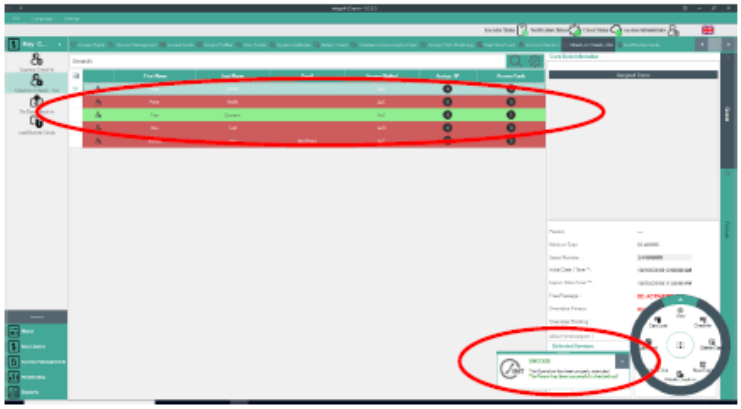
1) Red indicates expired or removed credential/person
2) Green indicates currently live credential/person
3) Light blue is selected credential/person

There first function within this menu that is very useful is “Read Card”. This can be used to read and provide information on any credential live on the system, whether generated as a permanent or a temporary credential.
Place the credential on the card reader and select “Read Card” …

SAFEHINGE PRIMERA
LIFESAVING DETAILS



The other important function available in this menu is the “Check-Out” function.
By selecting a credential/person from the list (highlighted light blue) and clicking “Check-Out”, the credential/person is immediately removed from the system and all access privileges for the credential immediately removed. The credential does not have to be physically present to use this function. Successful check out is indicated by a message and the list entry then changes to be highlighted in red.



For any further information or training requirements, please contact Primera:

Email:
sales@safehingeprimera.com

Phone:
0330 058 0988

Web:
www.safehingeprimera.com

SAFEHINGE PRIMERA LIFESAVING DETAILS

Appendix 4 - Full-Door Ligature Alarm Operation Manual

FULL-DOOR LIGATURE ALARM
OPERATION AND MAINTENANCE MANUAL

Use of Operation and Maintenance Guidelines

These guidelines are to aid the operation and maintenance of products supplied by Safehinge Group Limited. It is essential that the guidelines are followed to ensure the products function correctly and do not jeopardise the safety of staff, service users or others.

The maintenance manual outlines procedures to ensure products are maintained correctly and that our products continue to function safely. The level of maintenance will depend on the frequency of use and severity of the environment the products are installed within. The onus is on the building owner/employer/occupier to ensure that the maintenance routine is carried out by suitably qualified and competent individuals.

The operation manual provides a general overview of product use, please check our website (www.safehinge.com) for further product information and contact with us with any specific queries you may have.

Copyright and Patent

The Safehinge Primera Full-door Ligature Alarm is protected by intellectual property rights and is patent protected.

Safehinge Primera (SHP) is a brand of Safehinge Group Limited and will be referred to throughout this document.

Disclaimer

Other than death or personal injury caused by negligence and other liabilities which may not be excluded or limited by law, Safehinge Group Limited excludes any and all liability for (a) failure to follow the guidelines or other technical documentation in any manner; and/or (b) defective or inaccurate installation and/or maintenance of the doorset and/or any of its components.

FULL-DOOR LIGATURE ALARM - GLOSSARY OF TERMS

Term	Description
Alarm conditions	A vertical load applied to the door that exceeds the load threshold for the load duration when the door is in the closed position.
Angle calibration	Setting the closed position of the Door Alarm.
Approved technician	An individual who has been sufficiently trained to maintain the Door Alarm.
Basic health check - Offline	A test procedure to ensure the Door Alarm is functioning correctly - tested whilst in test mode, creating alarms localised to the door being tested.
Basic health check - Online	A test procedure to ensure the Door Alarm is functioning correctly - tested without using test mode, creating ligature alarms through the staff alarm.
Closed position	The door is considered closed when it is less than 5-8 degrees from the latched position.
Commissioning	Formal hand over of the Door Alarm. Vertical load values and staff alarm behaviour must be agreed and signed off by a senior member of management.
Cover plate	The stainless steel plate on the closing edge of the door providing an interface for the offline basic health check. The cover plate should only be removed by an approved technician.
Dashboard	Software that displays non personally identifiable information (to SHP only) to aid in the resolution of Door Alarm faults.
Door Alarm	The Door Alarm components within a door - the transmitter and the sensing strap.
Door Alarm Battery Pack	Custom battery pack for Door Alarm use only (SHC96-006)
Door Alarm installation	The installation of the door frame, door leaf and all hardware. The Door Alarm will be set up an remotely monitored for a minimum of 2 weeks to ensure the stability of the product before commissioning. During the monitoring period the Door Alarm will be disconnected from the staff alarm.
Door cycle	Open the door past the closed position and return the door to the closed position - applies in both directions of swing.
False alarm	A ligature alarm that is triggered when alarm conditions are met, but there is not a detectable ligature attempt. It is important to consider that this could be a failed ligature attempt.
Fault alert	An alert that is automatically triggered when a recognised system fault is detected.
Ligature alarm	A ligature alarm is triggered when alarm conditions are met (see 'alarm conditions') - audible and visual feedback from staff alarm system.
Load duration	The time a vertical load that exceeds the trigger load must be applied to a door for a ligature alarm to trigger
Low power mode	After 20 seconds of inactivity in the closed position, the Door Alarm will enter low power mode. The load duration will increase by a maximum of 10 seconds when in low power mode.
Maintenance mode	Maintenance mode is entered when the cover plate is removed. This automatically disconnects the Door Alarm from the staff alarm system until the cover plate is replaced.
Open position	The door is considered open when it is greater than 5-8 degrees from the latched position.
Pair	Connecting a transmitter to a receiver.

Receiver The receiver communicates wirelessly with transmitters and connects to the staff alarm system.

Sensing Strap The sensing element of the Door Alarm located at the door bottom pivot.

Service Level Agreement A Service Level Agreement (SLA) is a contract to provide support and maintenance to the Door Alarm system. An SLA is a highly recommended additional service.

SLA Partner An approved contractor to provide the SLA response.

Staff alarm A third party alarm system. The Door Alarm must be connected to the staff alarm in order to communicate ligature alarms to staff members (SHP do not supply a staff alarm).

Staff alarm integration Process of wiring the receivers to the existing staff alarm system.

Test Mode A mode that temporarily disconnects the Door Alarm from the staff alarm system and provides basic diagnostic and testing capabilities.

Test tool A magnetic tool used to put the door alarm into test mode.

Transmitter The housing in the closing edge of the door containing the battery pack and PCB unit that computes and transmits the data from the sensing strap.

Trigger load A load (5 - 15 kg) applied vertically upwards or downwards. The maximum trigger load is 15 kg.

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The Full-door Ligature Alarm integrates into Safehinge Primera (SHP) doorsets allowing ligatures to be sensed at all sides of the door. Turning the door into a 'weighing-scale', it constantly checks the load across the whole door – not just the top – raising an alarm when there are significant changes to the load applied on the door.

FULL-DOOR LIGATURE ALARM

Intelligent Full-door Alarm detects ligature attempts all over the door

OPERATION MANUAL

FULL-DOOR LIGATURE ALARM

PRODUCT DESCRIPTION

The Full-door Ligature Alarm has been developed specifically for Mental Health inpatient environments to alert staff of ligature attempts made across the entire bedroom door.

Integrating seamlessly into Safehinge Primera (SHP) bedroom doorsets, the alarm turns the door into a large 'weighing scale' sensing vertical weight changes - addressing the limitations of existing door top alarms.

The current intermittent observation of service users leaves blind spots of, for example, 14 minutes and 50 seconds every 15 minutes - this accumulates to 23hrs 44mins per day of 'blind spots'. The Full-door Ligature Alarm is designed as a supplementary aid to help reduce risk in these 'blind spots' and is not a replacement for good clinical risk assessment and management practices.

The Door Alarm intelligently filters out most false alarms by differentiating between everyday behaviours (such as locking the door) and ligature attempts. With active fault detection, staff are instantly alerted if the system detects a fault condition.

The Door Alarm is connected directly into an existing staff alarm system by an approved installer. Throughout its life, the Door Alarm will require regular simple health checks by the building occupants to ensure that it is performing consistently.

Door Alarm maintenance is simple and is comparable to other integrated safety systems (such as staff attack alarm). It combines a periodic onsite test with our online Active Health Check that continually monitors the system to alert ward staff to any problems. A full SLA package of support is also

Key Features

Discreet - only the cover plate is visible to the service user, reducing product learning

Active fault detection - the system continuously monitors itself to detect fault conditions, it can then instantly alert ward staff to any problems

Connects to existing Staff Alarm - ligature alarms are sounded (and displayed) via the Staff Alarm system to provide a fully integrated solution that allows ward staff to respond to alarms quickly and effectively

Filters false alarms - the algorithm has been developed to detect ligature events whilst minimising false alarms

Wireless Transmitter module - the transmitter unit is wireless, reducing time and disruption required to install

Remote Support and Data Logging - non personally identifiable information data is collected to aid in the maintenance of the Door Alarm. Enabling both remote support capability and the ability to review historical data

Disclaimer

The Full-door Ligature Alarm is designed to provide extra monitoring of the doors it is installed on - it helps monitor the door for certain types of load in the periods between intermittent observation. It is not a substitute for normal supervisory procedures in relation to people at risk nor is its presence a guarantee that self-harm events cannot take place. It is the customer's responsibility to fully assess the suitability of the product for the environment in which it is installed and ensure it is used as one of a range of measures to improve the safety of people deemed to be at risk. The product has a scope of performance as outlined below and, if it is not maintained, the actual performance can differ. It is the customer's responsibility to understand and regularly test the Door Alarm function and then put the necessary procedures in place commensurate with the risk to complement the door alarm coverage.

SAFEHINGE PRIMERA
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PRODUCT SCOPE

- The Full-door Ligature Alarm detects ligature events on the door that it is installed within. Only vertical loading is detected, not horizontal.
- Accurate installation of the complete doorset (frame, door, ironmongery) is critical to the correct function of the Door Alarm. Installation can only be undertaken by accredited SHP installers.
- The Full-door Ligature Alarm is compatible with SHP metal framed, single doorsets only. The Door Alarm doorset can be fire rated up to FD30S.
- The Full-door Ligature Alarm must communicate with a staff alarm. When an alarm triggers it will send a signal to the staff alarm identifying a specific door. The exact behaviour of the staff alarm (audio/visual alerts) should be configured by the client with their alarm company (SHP do not supply a staff alarm).
- A ligature alarm is triggered when the defined alarm conditions are met - a vertical load applied to the door that exceeds the load threshold for a set duration when the door is in the closed position. The closed position is any position within 8 degrees of the latched position. This angle applies in both directions of swing (if anti-barricade). If the door is open the alarm is not active.
- The vertical trigger load on the door will be 10kg or less when tested using our trigger load test method (details available upon request). During the commissioning of the Door Alarm, all doors will be tested to ensure that they meet this specification. Note - for clarity, if ligature anchors are created, for example, between the door leaf and frame / doorstop / floor, the load applied to the ligature must be sufficient to generate a 10kg vertical load on the door leaf for the alarm to trigger.
- The duration that the trigger load must be exceeded for in order to trigger an alarm is 5 seconds. This time will increase by a maximum of 10 seconds (maximum total of 15 seconds) if the alarm is in low power mode. Low power mode is enabled after 20 seconds of inactivity when the door is in the closed position. Time to trigger in low power mode can vary between 5 and 15 seconds.
- The product has been designed to filter out everyday interactions with the door, however, there are occasions when a "false alarm" may be triggered (staff attend, and no ligature is found). It is important to consider that this could be a failed/concealed ligature attempt or an individual tampering with the door. Our SLA help-desk (additional service) can look for patterns in alarms.
- The Door Alarm cannot determine the specifics of an alarm event, only that the conditions for an alarm to trigger were met. It is the customer's responsibility to assess the situation after any alarm.
- If the ligature alarm is triggered, the alarm will continue to re-trigger every 15 seconds for up to three minutes or until the door has been fully opened. Once the door has been fully opened and closed again it will reset and be ready for normal operation.
- Product commissioning: after installation, SHP will commission the Door Alarm using our sign off process (please request). The customer will be invited to witness this to ensure their satisfaction with product performance. Once sign off is achieved, installation will be deemed to be complete and correct . Any further claims must be handled via SLA or Warranty. If the customer does not attend, our sign off will be deemed final and as accepted by the customer.
- The Door Alarm is a lifesaving product and therefore weekly, full system (end-to-end) health checks by building managers, as completed with fire alarms, are essential to ensure the product and staff alarm integration are functioning correctly. See our staff testing instruction sheet for details.
- SHP can provide a Service level agreement (SLA) to aid in the maintenance of Door Alarm. The SLA is a highly recommended additional service.
- It is important that door gaps are checked – gap sizes must be controlled to be within a 2-4mm range. Where there are mechanical issues with the doorset (such as rubbing of the door on the frame), this can affect the alarm function as the alarm detects the physical forces applied to the door by such issues. SHP will always recommend that any underlying issues are corrected if we encounter them.
- The ward must provide a reliable Ethernet internet connection for the door alarm system prior to commissioning. We will communicate this date to you when programme is agreed. Details for IT department are available on request. If this connection is not provided on time, product commissioning and performance will be negatively affected; additional chargeable visits may apply.
- Door Alarm doors are fixed to the floor using a floor pivot. The flooring beneath this pivot must be of a solid, incompressible construction. Movement in some floating screeds and other floor constructions can cause false alarms. The maximum permissible deflection at the pivot is 0.1mm when 100kg of load is applied anywhere within a 0.5m radius of the pivot. Exceeding this limit will result in degraded performance (potential increased load to trigger or increased number of false alarms). SHP will measure the floor deflection during the survey process. Floors exceeding a 0.1mm deflection are the responsibility of others to rectify and prove acceptable.
- Underfloor heating may affect the floor deflection when hot or cold.
- We do not recommend the use of threshold strips / door bottom seals in conjunction with the Door Alarm. If they are used there must be no contact between the threshold and the bottom of the door.
- The Door Alarm is only designed for use on doors that lie on the public/private boundary (i.e. bedrooms or communal WCs).

Mechanical Performance

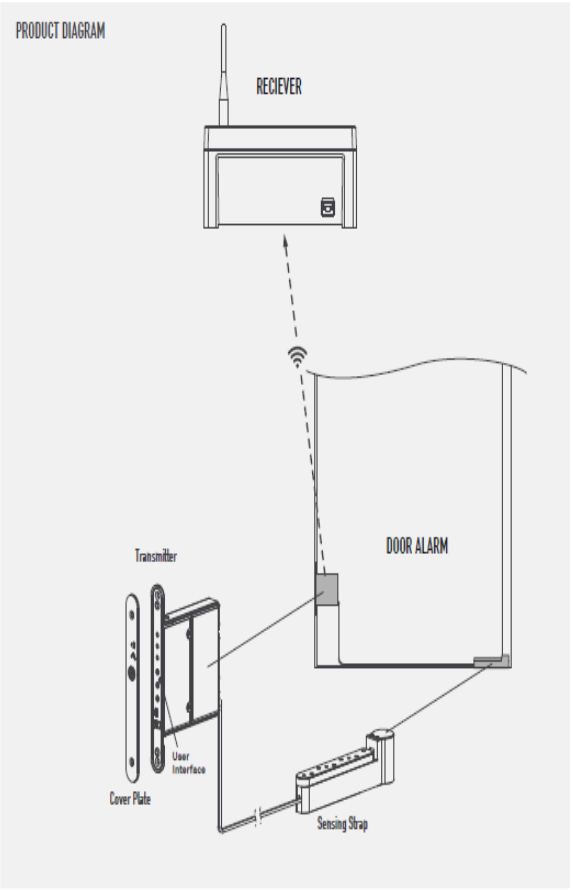
Safehinge Primera products have been rigorously tested to ensure they are suitable for mental health environments. For more details on the mechanical performance contact Safehinge Primera: info@safehingeprimera.com or 0330 058 0988.

The Door Alarm is designed to withstand physical attack however, we stipulate a full test regime is carried out in the event of a door being attacked or abused.

Ligature Performance

The Full-door Ligature Alarm components have no known ligature points. **It is essential that the product has been installed and maintained correctly to the required level to ensure the performance is met for the lifetime of the product.**

PRODUCT DIAGRAM



SAFEHINGE PRIMERA
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ALARMS AND ALERTS

The Full-door Ligature Alarm produces ligature alarms and fault alerts. These are defined as:

Ligature Alarm - A ligature alarm is triggered when the trigger load that exceeds the load threshold is applied to the door for 5 seconds (up to 15 seconds if door has been closed for 20 secs) when the door is in the closed position. A ligature alarm will only trigger when the door is closed. Ligature alarms are detected through the third party alarm systems (SHP do not supply an alarm system).

Fault Alert - A fault alert will occur when there is a recognised fault detected within the system. The alerts are generic. Potential faults include low battery, loss of connection to the receiver and sensor fault. Fault alerts will sound locally to the door only.

Ligature alarms will sound through the third party staff alarm system. Safehinge Primera does not supply the Staff Alarm System. How alarms are shown/heard on the staff alarm system is the responsibility of the customer and the staff alarm system supplier.

Triggering and Acknowledging Alarms and Alerts

A ligature alarm is triggered when the defined alarm conditions are met - a vertical load exceeding the load threshold applied to the door for 5 seconds when the door is in the closed position. The closed position is within 8 degrees of the latched position (depending on exact door design). This angle applies in both directions of swing. If the door is open the alarm is not active.

Fault alerts will automatically sound when a fault is detected within the system.

Acknowledging Alarms and Alerts

The Full-door Ligature Alarm triggers ligature alarms through the staff alarm system. How the alarms appear will be specific to the staff alarm system set up and integration. On most systems this will result in an audible alarm and a Room ID displayed on the alarm panel. **The Door Alarm will continue to trigger an Alarm every 15 seconds until the door has been opened fully. You must open the door before cancelling the alarm or it will continue to re-trigger for up to 3 minutes.**

Some system configurations may also include Over Door Lights to ease identification of the correct room. Fault alerts will be audible at the door. When a fault is detected, a generic buzzer will sound and will need to be diagnosed at the Door Alarm user interface. To acknowledge the alert, the Door Alarm must be put into test mode by holding the test tool up to the target. For full details on the fault diagnosis see the maintenance manual.

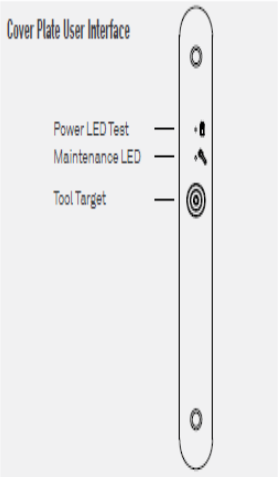
See Appendix B - Door Alarm System Integration Configuration for more details.

User Interface

Once it has been installed correctly, the door alarm does not require any interaction with the user interface to perform its primary function. The user interface on the closing edge of the door will allow users to diagnose fault alerts and perform basic health checks that should form part of a weekly maintenance routine.

Testing the Full-door Ligature Alarm regularly is essential to ensure performance and safety of the product. The weekly test and full system test procedure is found on page 18.

Cover Plate User Interface



False Alarms

False alarms occur when a ligature alarm is triggered under alarm conditions, but there is no evidence of a genuine ligature attempt. This could be caused by daily interactions, system errors, or environmental effects of the building.

It is important to remember that some false alarms may be legitimate alarms caused by ligature attempts where the evidence was hidden before staff could respond. If these are persistent, an investigation should occur to determine whether this is deemed to be user tampering or a product issue.

Whilst the product is designed to filter out false alarms, the Full-door Ligature Alarm cannot differentiate between a genuine ligature attempt or certain false alarm conditions (e.g. a deliberate false alarm triggered by service users). Every alarm should be responded to immediately to ensure service user safety.

Active Fault Detection

The Full-door Ligature Alarm continually monitors itself for faults that may prevent it detecting a ligature event. It is possible that a fault could occur that the system is not able to detect automatically. Routine testing of the system is critical to ensuring that any undetected faults are noticed and corrected. **If a fault alert is detected, contact your maintenance provider immediately.**

Fault Name	Fault Description	Re-Trigger period
Battery Low	Battery has reached 30% capacity.	Will re-trigger every 5% drop in battery capacity.
Connection to Alarm System	The Door Alarm can not confirm it's connection the Alarm System	This fault alert will trigger every 6 hours until it has been resolved.
Sensor Fault	There is a problem with the sensor.	This fault alert will trigger every 6 hours until it has been resolved.

Fire Rating

The Door Alarm is fire rated up to FD30. All intumescent must remain in place and as supplied to meet the fire performance.

Battery Life

The typical battery life of the Door Alarm is 6 - 12 months depending on usage.

The Door Alarm uses a alkaline battery pack supplied by SHP. Part number: SHC96-006. Contact Safehinge Primera for further details on replacements: info@safehingeprimera.com or 0330 058 0888.

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INFRASTRUCTURE

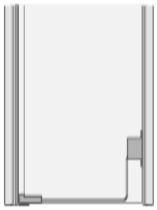
The infrastructure of the Full-door Ligature Alarm is supplied by SHP to ensure professional-grade management IT that is tested and compatible with our software and hardware. Our network can run beside, but completely separate from existing networks without interference. Using SHP approved infrastructure also provides the opportunity for remote monitoring to diagnose any potential issues and ensure the system is running correctly.

A hardwired internet connection must be provided by the trust.

Cloud-Based System

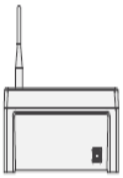
The SHP Dashboard is a cloud-based system. Cloud computing has been deemed a safe solution to store non-personal and confidential patient data. In line with the UK government 'cloud-first' policy, all data is hosted within the European Economic area.

The UK Government introduced a 'cloud-first' policy for public sector IT in 2013. The use of cloud services was also endorsed in the National Information Board's Personalised Health and Care 2020 framework, published in November 2014.



Door Alarm

The Door Alarm is comprised of two main components, the Transmitter Housing and the Sensing Strap, connected by a cable running within the bottom of the door leaf.



Receiver

The receiver communicates wirelessly with the Door Alarm and connects to the staff alarm system.

Receivers should be installed in non-patient areas, typically roof spaces or maintenance cupboards.

SHP Dashboard

The SHP Dashboard is software that displays non-personally identifiable information (to SHP only) to aid in the resolution of Door Alarm faults. The software is an essential part of the Door Alarm system to monitor the health of the product.

Gateway Router Firewall

This hardware device provide a connection from the Cloud to the secure local area network (LAN) that allows data to be transferred to the SHP Dashboard. The device has advanced firewall policies to protect the network.

Power Over Ethernet Switch

The POE Switch is a network switch that runs power as well as data through one network cable.

Multi Channel Power Supply Unit (PSU)

Provides a 12V power supply for Door Alarm Receivers with an input for a backup battery. Each Receiver should be wired to a different channel.

Battery Backup

A backup battery provides power to a system when the primary source of power is unavailable. A 12 V power supply will require one 12V battery backup.

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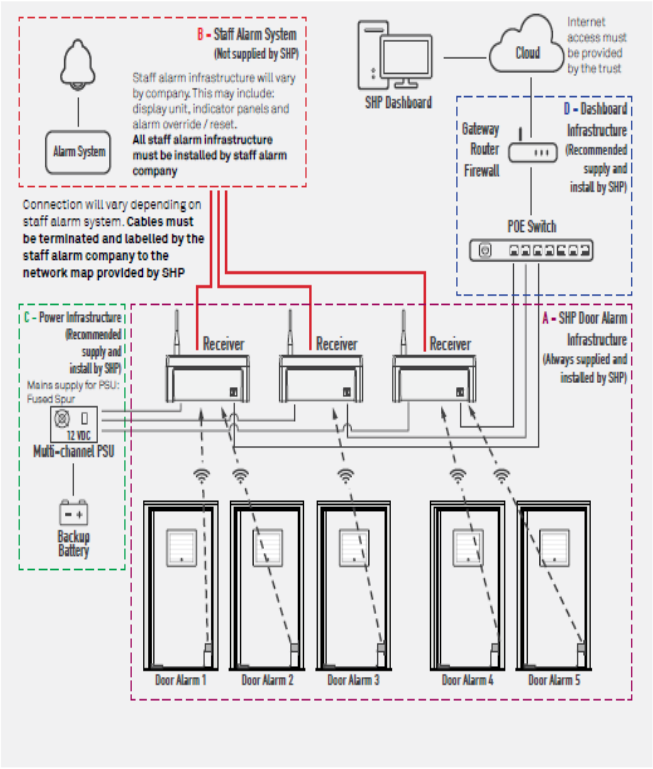
SYSTEM SET UP

The Full-door Ligature Alarm system must connect into a staff alarm. The Receiver unit physically connects the staff alarm system and wirelessly communicates with the Door Alarm installed within the door, meaning wiring is not required to each door.

Each Receiver can connect to up to eight doors. The location of each Receiver must be considered to ensure a reliable connection to each Full-door Ligature Alarm. The locations of the Receivers will be determined during a site survey.



MAINTENANCE MANUAL

The maintenance of Safehinge Primera products is essential to maintain their function and safety and must be completed as specified. Any maintenance work must be carried out by suitably qualified and competent individuals.

If a door installed with Full-door Ligature Alarm is removed/changed at any time it may impact the performance of the system. It must be recommissioned and tested by an approved technician.

Safehinge Primera Service Level Agreement (SLA)

A SLA maintenance programme is highly recommended as an additional service. Please contact Safehinge Primera for details: info@safehingeprimera.com or 0330 058 0988.

TYPES OF MAINTENANCE

All products must be installed correctly as per the instructions to ensure safe and effective performance. To maintain this level of performance our products require a range of different checks to ensure they continue to meet the highest safety standards.

Visual Inspection	Visual checks on the product and surrounding door/ frame/environment looking for wear, damage and general condition
Mechanical Checks	Consists of checking that the products mechanical elements functions properly without any binding or undue force required.
Electronic Checks	General tests on the electronics to check products are communicating correctly with relevant systems and that battery levels are acceptable
Fixings Check	Fixings need to be checked regularly and tightened when necessary to ensure products do not become loose and provide potential ligature/weaponisation risks. This also checks that no projection of fixings prevent components from moving freely
Cleaning	Build up of grease, dust and harmful chemicals (e.g. from floor cleaning) should be removed to prevent corrosion and maintain the product finish and function. **The correct cleaning method should be used to ensure products are not damaged**
Lubrication	Some products will benefit from periodic lubrication RS High Specification Dry Lubricant only (RS part number 251-3794) B700241. **Note: We cannot endorse the use of any other lubricants**

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MAINTENANCE SCHEDULE

The customer must implement a regular maintenance regime to support the correct function of all SHP products. **The frequency of checks recommended is a guideline and should be commensurate with the frequency of use and the severity of the environment that they are installed in.**

The following section outlines checks that should be carried out on all doors fitted with the Full-door Ligature Alarm. **If a product fails any of these tests, please contact your maintenance provider.**

	Product	Maint. Type	Maintenance
Weekly These items should be checked weekly and adjustments made where necessary.	Full-door Ligature Alarm		**Door Alarm Weekly Test** - The weekly test is used to test that the Door Alarm system is working, but does not test the connection to the Staff Alarm system.
	Full-door Ligature Alarm		**Visual Inspection** - A visual inspection of the product and the surrounding environment to check there are no signs of damage.
Monthly In addition to the Weekly schedule, these items should be checked on a monthly basis and adjustments made where necessary.	Door and door frame		**Door Condition** - Door gaps at the top, hanging edge and closing edge must be 2-4mm (3mm is ideal). Any interference between the door and the frame can affect the function. Cycle doors to ensure they swing freely.
	Full-door Alarm System		**Door Alarm Full System Test** - Triggers an audible alarm through the Staff Alarm system, used to prove that the entire system is working as intended.
Quarterly In addition to the Weekly and monthly schedule, these items should be checked on a quarterly basis and adjustments made where necessary.	Full-door Ligature Alarm		**Fixing Checks** - Ensure the fixings are holding the cover plate securely in place. Check that no fixings have come loose from the sensing strap at the door threshold.

Power Supply Unit (PSU) for the Receiver PCB is fitted at the time of installation with a backup battery (12VDC, 7Ah). It is crucial that these batteries are added to your Planned Preventative Maintenance (PPM) schedule in similar accordance to your emergency lighting. We recommend these batteries are changed bi-annualy.

Cleaning

When cleaning the doorset and surrounding area ensure the door alarm components (the transmitter and sensing strap) do not come into contact with spray, aggressive cleaning fluids or excessive fluids of any kind.

Post-Abuse

All of our products have been tested to withstand physical abuse, however, **it is essential that all elements of the product are checked following being attacked or abused.**

PRODUCT SPECIFIC MAINTENANCE

DOOR ALARM WEEKLY TEST AND FULL SYSTEM TEST

We strongly recommend regular health checks of the Full-door Ligature Alarm as would be completed with other safety equipment such as fire alarms. This includes the 'basic health check' and the 'live health check'.

Door Alarm Weekly Test - The weekly test is used to test that the Door Alarm system is working, but does not test the connection to the Staff Alarm system.

Door Alarm Full System Test - Triggers an audible alarm through the Staff Alarm system, used to prove that the entire system is working as intended.

Whilst completing the health checks, we highly recommend that service users are not present inside the room.

Test Mode

Test mode displays basic diagnostic information about the individual Door Alarms. Once in test mode, the Door Alarm is automatically disconnected from the alarm system to allow testing of the product without setting off the staff alarm system. The product will automatically reconnect to the staff alarm system once test mode times out. If a load is not removed after a test alarm is triggered a full alarm will trigger.

To enter into test mode, a magnetic Test Tool is required. This needs to be held up to the test target (see diagram below).

Magnet Test Tool

The Test Tool can be kept on a keyring and allows the user to enable Test Mode on the Door Alarm.

The test tool houses a magnet. This has the potential to be used for self harm and must be kept away from service users.

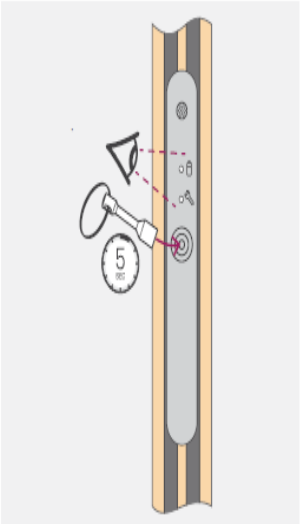
Entering Test Mode

To enter test mode hold the magnet tool against the target on the metal plate for about 5 seconds or until you hear BEEP BEEP.

When in test mode, inspect the two LEDs for the system diagnostics.

The Door Alarm will remain in test mode for 30 seconds. When test mode times out, the LEDs will turn off and another audible BEEP BEEP will sound.

If there are any LED's on before entering test mode, there is a maintenance error. If any LEDs remain on once test mode has timed out, there is a maintenance error. Contact your maintenance team.



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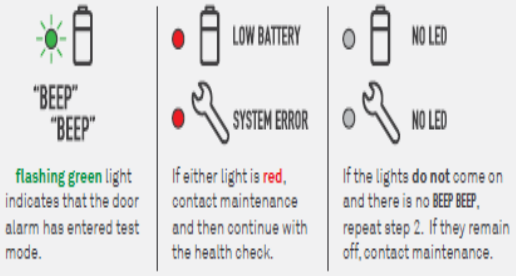
Test Mode System Diagnostic



flashing green light indicates that the door alarm has entered test mode.

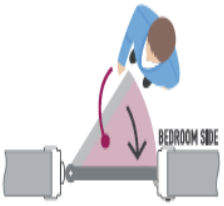
If either light is **red**, contact maintenance and then continue with the health check.

If the lights **do not** come on and there is no **BEEP BEEP**, repeat step 2. If they remain off, contact maintenance.

If any of the errors above are detected, contact your maintenance team immediately.

Door Alarm Test Procedure

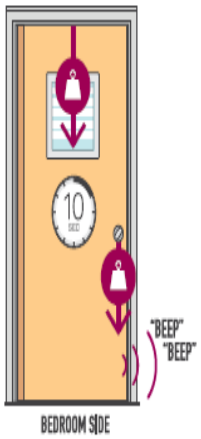
When in test mode, enter the Bedroom. Hook the ligature test tool over the top of the door whilst closing and lock the door behind you - ensure the room is empty. Do not apply weight until the door is locked.



After the door has closed, apply a vertical load using the handle or the test ligature tool. Increase the load until you head a continuous beeping. Hold the load for 5 seconds until a final BEEP BEEP is sounded, confirming that a test alarm has been triggered.

For the **weekly test**, remove the load once the test alarm has sounded to avoid triggering the staff alarm system.

To complete the **full system check**, continue to hold the load until the staff alarm is triggered (5 seconds).



If you do not hear a final BEEP wait for the door to exit test mode and repeat the health check. If the test alarm still doesn't trigger, contact maintenance.

If the load is not released within 5 seconds after triggering a test alarm the Door Alarm will trigger an alarm through the staff alarm system.

A long, single BEEEEP indicates the door has exited test mode. If the test mode times out at any point during the test procedure, use the magnet test tool to re-enter test mode and complete the test procedure again.

If the are no beeps, contact maintenance and assume the door alarm is not working.

Ligature Test Tool

The Ligature Test Tool is used to apply ligature loads to the door during testing.

SAFETY INFORMATION

The Full-door Ligature Alarm is designed to provide extra monitoring of the doors it is installed on. It is not a substitute for normal supervisory procedures in relation to people at risk, nor is its presence a guarantee that self-harm events cannot take place. It is the customer's responsibility to fully assess the suitability of the product for the environment in which it is installed and ensure it is used as one of a range of measures to improve the safety of people deemed to be at risk.

SAFETY NOTICES

1. Read, follow and keep these instructions for future reference
2. Heed all warnings
3. Only use attachments/accessories specified by Safehinge Primera

⚠ Ensure the product has been installed correctly and signed off before use

⚠ Do not use this product in a location that can be submerged/come into contact with water

ELECTRICAL SAFETY INFORMATION

- All electrical equipment should be installed, serviced and maintained by an approved technician.
- Compliance is required with respect to the voltage, frequency and current requirements. Connection to a different power source than specified by Safehinge Primera may result in improper operation, damage to the equipment, or pose a fire hazard

BATTERY PRECAUTIONS

- Only Safehinge Primera battery packs should be used on the Full-door Ligature Alarm
- Do not attempt to repair, disassemble or modify the battery. Do not place or use battery near fires, heaters, direct sunlight, or other heat sources. Prolonged exposure to heat may cause battery leakage, explosions, or fires.
- Do not dispose of the battery as General waste. Please refer to local regulations.
- Please do not place pressure on or pierce the battery with hard objects. Damaging the battery could cause battery leakage, overheating, or fires.

OPERATING ENVIRONMENT

- Do not install any objects near the receiver after installing without consultation from Safehinge Primera. This may lead to reduced signal strength and prevent the Full-door Ligature Alarm from operating correctly.

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COMPLIANCE

FIRE PERFORMANCE

The door alarm is fire rated to BS 476: Part 22: 1987 or BS EN 1634-1 30 minutes. For further details refer to our fire assessments (BMT/CNA/F15269 Revision A, BMT/CNA/F15136 Revision B, Chilt/A12005 Revision C).

FD 30

CE

The Door Alarm is a CE marked product.

CE

FCC

The Door Alarm has been FCC certified.

FC

For more information regarding certificated of test evidence please contact Safehinge Primera

t: +44 (0) 330 058 0988

e: info@safehingeprimera.com

SUPPORT

REPORTING A FAULT

Issues should be reported to your maintenance provider. If you need manufacturer's support please contact Safehinge Primera: info@safehingeprimera.com or 0330 058 0988.

SPARES

Replacement battery packs are available from Safehinge Primera. Further spares are available on request, contact Safehinge Primera for details and support: info@safehingeprimera.com or 0330 058 0988.

SAFEHINGE PRIMERA SERVICE LEVEL AGREEMENT (SLA)

A SLA maintenance programme is highly recommended as an additional service. Please contact Safehinge Primera for details : info@safehingeprimera.com or 0330 058 0988.

MANUFACTURERS WARRANTY

Safehinge Primera guarantees the Full-door Ligature Alarm against material and manufacturing defects for a period of one year from the date of sale. The guarantee will provide for the free replacement of any element proved to be of faulty manufacture or material defect following an inspection.

The onus is on the buyer to ensure that the products have been correctly specified as being fit for purpose and that the products are installed, commissioned, and maintained strictly in accordance with instructions.

Any defects caused by abuse within the environment is not covered by warranty.

Appendix A - Door Alarm Site Details

Appendix B - Door Alarm System Integration Configuration

OMT014, Revision 1 – Door Alarm Troubleshooting and Issue Reporting

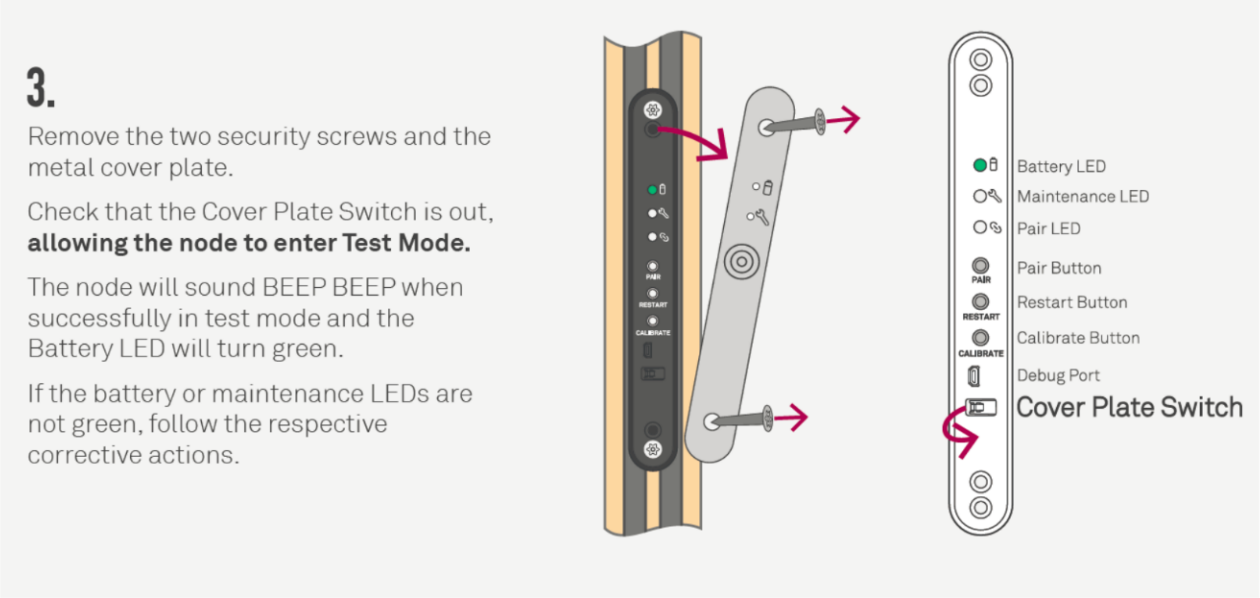
Quick Check Guide – Door Alarm

If an issue occurs with the door alarm or dashboard perform these troubleshooting steps to see if the issue can be resolved.

STEP 1: Perform the door alarm 'weekly test' to check the door alarm is alarming correctly. The procedure for this has been included in the appendix of this document.

STEP 2: Check the Door Alarm Dashboard to see if the test has been recorded. This may take five minutes to update.

STEP 3: If the fault persists then perform the calibration procedure by removing the door alarm cover plate as shown below and pressing the calibrate button. Close and then fully open the door, then allow the door to close fully. Wait 5 seconds until the alarm 'Beeps'. Reinstall the cover plate.



STEP 4: Perform the door alarm 'weekly test' (repeat step 1 above) to check the door alarm is alarming correctly. Wait five minutes and check the dashboard to ensure this has been recorded.

STEP 5: If the fault persists complete the doorset issue report on the following pages and submit to Safehinge Primera through Support@safehingeprimera.com

Form Submission

Email form to : support@safehingeprimera.com

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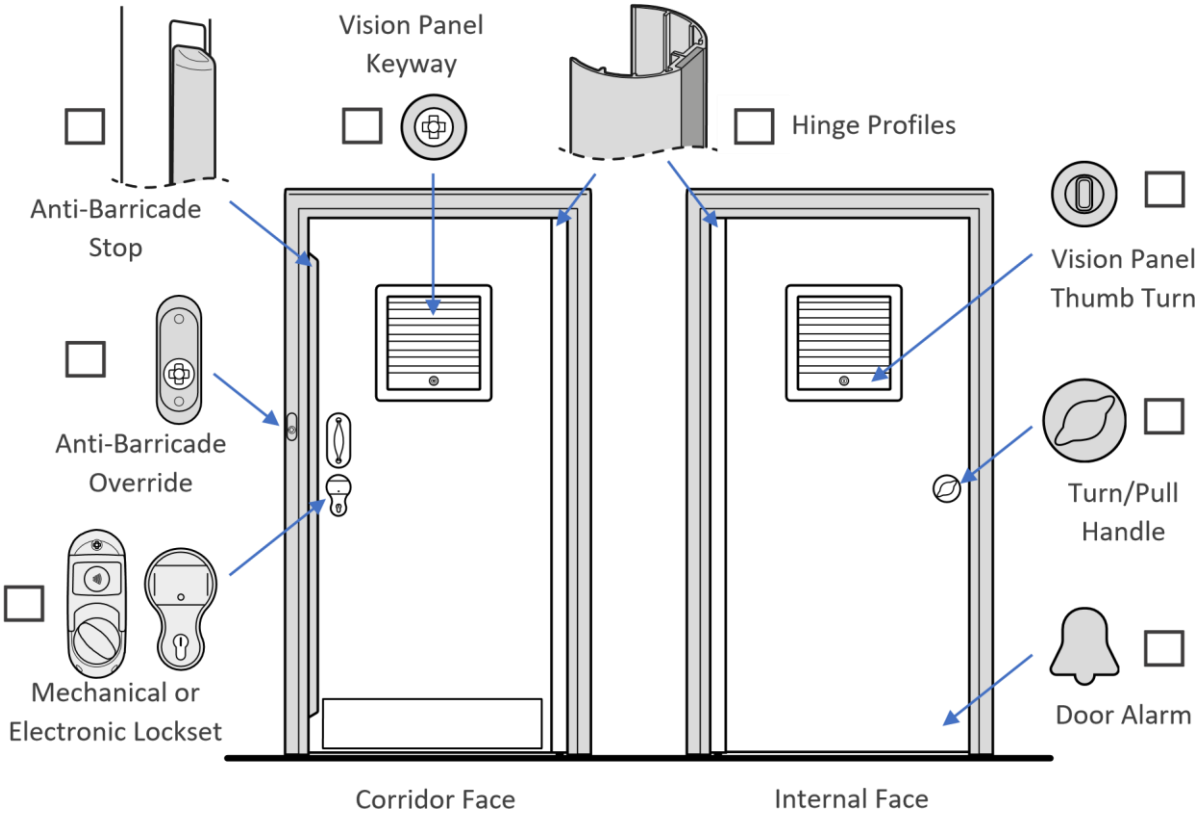
Doorset Issue Report

If an issue occurs with a bedroom, shower or toilet door, please select the relevant product or circle where the fault is on the door, complete 'Additional Information' and then submit the form.

Ward Name		**Reported by**	

Door Name/Number		**Date Reported**	



Additional Information **Please describe the issue:**

When was the issue first detected?

Date		**Time**	

Was anyone using the product when the issue occurred? (Y / N)

Staff Member		**Service User**		**N/A**	

If the door has received abuse from a Service User

Abuse Type		**When**	

What steps, if any, have been taken to try and rectify the issue?

SAFEHINGE PRIMERA LIFESAVING DETAILS

Appendix 6 - Patient Wrist Band/card/fob Agreement Record

Patient Wrist Band/card/fob Agreement Record

Patient Name: _____ Unit/ward:_____

I confirm that a staff member has talked with me about being given a wrist band/card/fob for my bedroom whilst on the unit.

I would / would not like to have a wrist band/card/fob for my bedroom

If I'm given a wrist band/card/fob, I agree that I will:

- Look after it safely and report its loss immediately
- Only use this for my bedroom, and not attempt to use it for any other rooms
- Not to give it to other patients or visitors
- I will hand it in each time I leave the unit
- I understand that the wrist band/card/fob remains the property of the Trust and that I may have to give it back if I don't keep to this agreement
- I have read and understood the above and agree to abide by these guidelines.

My Signature or mark:_____

Staff signature: _____ Print name:_____

Designation: _____ Date: _____

Copy of this agreement given to the patient? Yes No (delete as applicable)

Appendix 7 - Bedroom Door Weekly Monitoring Form

Bedroom Door Weekly Monitoring Form

• All bedroom door battery levels within range?	Yes ☐	No ☐
• If no replace the battery and record which room number the battery has been changed in and who changed it.		
• All staff keys have both a bedroom door fob and the anti- barricade key on them?	Yes ☐	No ☐
• If no record the key set number and replace the missing key or fob. Complete a Datix to record as a security issue.		
• Magnetic testing tool is in the agreed storage location?	Yes☐	No☐
• If no document action taken.		
• Swiftstop reset tool is in the agreed storage location?	Yes☐	No☐
• If no document action taken.		
• All patients have a wrist band?	Yes☐	No☐
• If no and this is not based on a risk assessment further investigation and issuing of a replacement wrist band should take place.		

Name of Person Completing the Audit:
Signature of Person Completing the Audit:
Date:

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Appendix 8 – Electronic Access Control Hardware Operation Manual

ELECTRONIC ACCESS CONTROL HARDWARE
OPERATION AND MAINTENANCE MANUAL

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Use of Operation and Maintenance Guidelines

These guidelines are to aid the operation and maintenance of products supplied by Safehinge Group Limited. It is essential that the guidelines are followed to ensure the products function correctly and do not jeopardise the safety of staff or service users.

The operation manual provides a general overview of product use, more detail can be found in product specific documents.

The maintenance manual outlines procedures to ensure products are maintained correctly and that the product continues to function safely. The level of maintenance will depend on the frequency of use and severity of the environment the product is installed within. The onus is on the building owner/employer/occupier to ensure that the maintenance routine is carried out by suitably qualified and competent individuals.

Safehinge Primera (SHP) is a brand of Safehinge Group Limited and will be referred to throughout this document.

Disclaimer

Other than death or personal injury caused by negligence and other liabilities which may not be excluded or limited by law, Safehinge Group Limited excludes any and all liability for (a) failure to follow the guidelines or other technical documentation in any manner; and/or (b) defective or inaccurate installation and/or maintenance of the doorset and/or any of its components.

GLOSSARY OF TERMS

Airlock	A combination of two or more doors, required to be used in sequence in order to gain access to a controlled area. The release of a subsequent door is conditional upon the closure of the previous door used.
Authentication	The system recognition process comparing a user's credential with recorded lock plan
Audit trail	A list of system events (e.g. credentials used at a point of access).
Battery pack	A collection of primary batteries made into a pack with a singular connection point
Cabinet / IT Cabinet / 19 inch rack	The point where all cabling for WAP's is brought to a central point and connected to the access control PC
Cat5 / Cat6 Cable	Cable used to run from WAP's to the IT Cabinet and from the access control PC to the IT Cabinet to create a Local Area Network (LAN)
Credential	Any token used to identify an individual to an access control system in order to verify user access rights. Our standard credentials are cards, wristbands and fobs
Encoder	The card encoder used at the access control PC to read and write credentials
Electronic Access Control (EAC) system	An electronic system restricting access (i.e. entry into and/or exit from a security controlled area).
Fail Safe	When power fails the lock defaults to open
Fail Secure	When power fails the lock defaults to closed
Firmware	Firmware is a software program or set of instructions programmed on a hardware device. The firmware determines how the locks behave and what features are available
Free Access / Free passage	A condition in which the door is allowed to open, or is held open, to permit access or egress without presentation of a credential.
Gateway	A gateway is a hardware device that acts as a "gate" between two networks.
Handheld programmer	Device used to manually update the lock plan in Maincore and to initialise and update the locks in both Maincore and Integra
IP65	IP65 versions of our wall readers are approved for outdoor use
IP Address	An Internet Protocol address (IP address) is a numerical label assigned to each device connected to a computer network.
Keyswitch over-ride	A mechanical keyway wired in series with a wall reader to provide a controlled mechanical over-ride
Local Area Network (LAN)	The network created with Cat5 / Cat6 cable from the access control PC to the IT cabinet and WAP's to create the wireless network for our access control system
Offline	When offline, the access control is being run from memory, from the last state. Any changes to access rights can only be updated manually with the Handheld programmer. Audit trails are stored locally on the device only. This is typically not a planned event.
Online	When online, a live audit trail is provided for each transaction. With Integra, lock plan changes and access management changes can be pushed out live
Passive Mode	When in passive mode, the access control is being run from memory, from the last state. Any changes to access rights can only be updated manually with the Handheld programmer. Live audit trails and events are still recorded in passive mode.
Patch panel	A patch panel is installed in the IT cabinet to provide a neat end termination for the Cat5 / Cat6 network cable runs from the access control PC and the WAP's

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Point of Access Hardware	Mechanical or electro-mechanical devices used to restrict entry/egress through the access point.
POE (Power Over Ethernet)	POE runs power as well as data through the one network cable. This means no separate power is required for WAP's
POE Switch	A POE switch is a network switch that has Power over Ethernet injection built-in
Power supply	The part of an access control system which provides power for the operation of the system or any part of thereof
Push to exit (PTE)	A device used to initiate free egress, normally from an area non publicly accessible, for example, staff room
Real time event	Integra terminology. Option to view the live audit trail and system events
RFID	Radio Frequency Identification. Normally used in the context of a small device (the credential) that transmits information using radio frequencies to a reader
SLA	Service Level Agreement. A (normally annual) contract to provide support and maintenance to the access control system
Unique ID / UID	See Chip Serial Number (CSN). Our approved credentials utilise a 4 byte UID
Uninterruptible power supply (UPS)	A device that maintains power to equipment (typically a computer) for a short period after mains failure. Its use is intended to prevent loss or corruption of data
Wireless access point (WAP)	A networking hardware device that allows our Smart access points to connect to our wired LAN access control network

CONTENTS

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ELECTRONIC ACCESS CONTROL PRODUCT RANGE

Operated via a wireless network, our smart platform provides secure management of the Electronic Access Control (EAC) locksets in your ward. It uses minimal cabling, doesn't interfere with existing technology systems, and can also manage existing, compatible electronic locks using our wall readers

ELECTRONIC LOCKSET WITH 5 WAY SOS

ELECTRONIC LOCKSET WITH INTEGRATED OVERRIDE

VANDAL RESISTANT WALL READER

STAFF ONLY AREA ELECTRONIC LOCKSET

STAFF ONLY AREA WALL READER

6

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ELECTRONIC ACCESS CONTROL SYSTEM OVERVIEW

Safehinge Primera's (SHP) EAC System (Integra) is a cloud base platform with real-time lock plan updates and audit trail enabling service user independence.

Cloud Based System

Integra is a cloud based system with a locally installed software. Cloud computing has been deemed a safe solution to store non-personal and confidential patient data. **In line with UK government 'cloud first' policy, all of Integra's data is hosted within the European Economic area.**

The UK Government introduced a 'cloud first' policy for public sector IT in 2013. The use of cloud services was also endorsed in the National Information Board's Personalised Health and Care 2020 framework, published in November 2014

Wireless Lock plan Updates

Individual access permissions are programmed remotely at a central ward-based computer or from head office, with near instant updates applied. Lock plans can be changed remotely, allowing immediate changes to access rights, without having to program at the door.

This makes it easier and quicker to manage cards on a large ward and improves security, with misplaced or stolen cards immediately removed from the system. Staff need only one credential, which is programmed to open all relevant doors, reducing the number of keys carried on the ward.

There are also options to provide temporary staff and tradesmen with cards that will automatically cancel after a set time period.

Audit trail

Our smart platform records both service user and staff movement, providing staff with time and attendance records. It can be used to highlight attempts to access restricted rooms.

Enable Service User Independence

By giving service users control over their living space access you can restore dignity, aid recovery and reduce restrictive practises in line with Care Quality Commission guidance. It also reduces demand on staff to unlock doors. Service users can be issued with an adjustable wristband.

Customised Lock Plans

Customised lock plans can be created to ensure efficient movement through a ward. This would be used on secure, high traffic areas such as Airlocks. To achieve this, the required locks have to be put in passive mode, meaning it does not wirelessly update lock plans. A site survey is required to identify suitable locations and optimise your lockplan.

- Live - When online, a live audit trail is provided for each transaction. With Integra, lock plan changes and access management changes can be pushed out live
- Passive - When in passive mode, the access control is being run from memory, from the last state. Any changes to access rights can only be updated manually with the Handheld programmer. Live audit trails and events are still recorded in passive mode.

Live Battery Status Monitoring

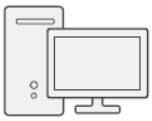
Live battery monitoring is displayed through the integra client software allowing for batteries to be changed more efficiently.

Work offline

In the case of infrastructure failure, the audit trail can be stored locally on the lock until the system is back online (the most recent 1000 events stored).

ELECTRONIC ACCESS CONTROL INFRASTRUCTURE

It is highly recommended that SHP supply the supporting infrastructure to ensure professional grade management IT that is tested and compatible with our software and hardware. Our network can run beside, but completely separately from existing networks without interference. Using SHP approved infrastructure also provides the opportunity for remote monitoring to diagnose any potential issues and ensure the system is running correctly.



Dedicated Integra PC

A dedicated integra PC is required to set up and run the Integra software. Both Server and Client software can be installed on the same device. It is possible to have multiple Clients on the same network but only one Server. **For more information on Integra set up see technical manual**

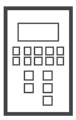
The set up of Integra Server Software will be completed on install. To allow access to the software following installation, specific training is required.

Minimum Operating Systems requirements:

Server:
Windows server 2008+R2 – 2010, until current (2018)
Windows 7, until current (2018)
Processor: generation 7, 2GHz minimum
RAM: 8 GB minimum
Hard Disk space: 200 GB minimum

Client:
Windows 7, until current (2018)
Processor: 1.5 GHz minimum
RAM: 4 GB minimum
Hard Disk space: 200 GB minimum

Note: the requirements may change depending on the installation size



Handheld Programmer

Within the EAC System, the Handheld programmer is required to initialise an Point of Access Hardware connecting them to the Integra network.

NFC Encoder

A card encoder allows new credentials to be written. Once written, the credentials lock plan can be updated through the Integra Client software.

Gateway Router Firewall

This hardware device is the entrance from the Cloud to the secure local area network (LAN) in which the EAC System will run. The device has advanced firewall policies to protect the network.

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Power Over Ethernet (POE) Switch

The POE Switch is a network switch that runs power as well as data through one network cable. This means no separate power is required for WAP's.

Wireless Access Point (WAP)

A networking hardware device that allows our Points of Access Hardware to connect to our wired LAN Access Control network .

The quantity and location of WAP's will be confirmed following a site survey.

Cloud Control Key

The Cloud Control Key allows for remote access into the LAN, allowing for the system to be checked on by a maintenance provider

Uninterruptible Power Supply (UPS)

A device that maintains power to equipment for a short period after mains failure. Its use is intended to prevent loss or corruption of data.

Power Supply Unit (PSU)

Provides 12V power for electronic locksets with an input for a backup battery

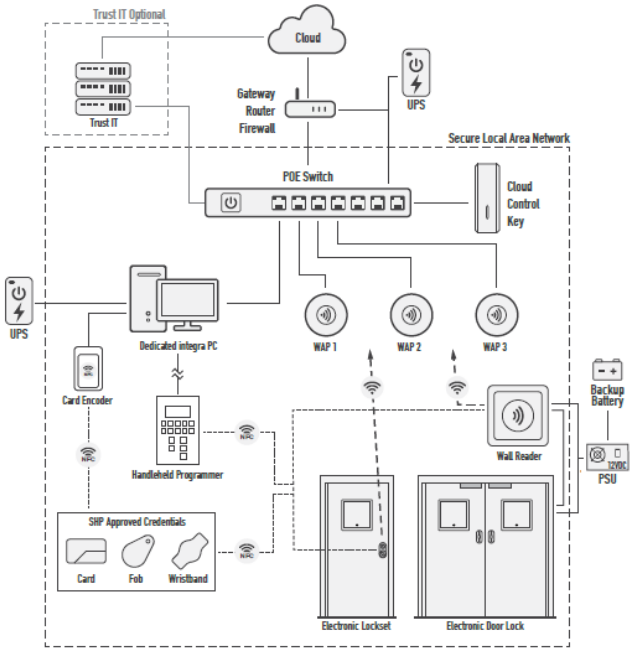
Battery Backup

A backup battery provides power to a system when the primary source of power is unavailable. This allows lockset to be set up as fail secure in-case of power failure.

ELECTRONIC ACCESS CONTROL SYSTEM SET UP

The diagram below depicts the setup of infrastructure that will be required for a successful EAC system.

It is possible to connect to existing Trust IT, however, it is highly recommended to set up new hardware to ensure a reliable system.

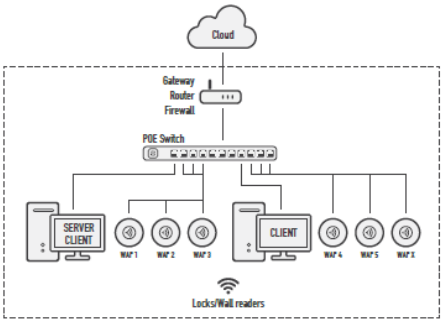


SAFEHINGE PRIMERA LIFESAVING DETAILS

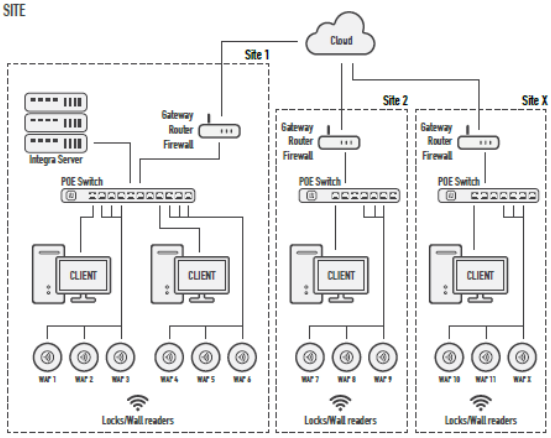
SINGLE AND MULTISITE SETUP

The EAC System can be set up as single and multi site. Single site has both Server and Client software installed within one site, whereas, multi site has one central Server software that is connected to multiple sites with Client software.

SINGLE SITE

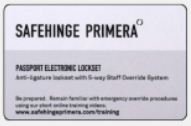


MULTI SITE



CREDENTIALS

Only the approved credentials (shown below) should be used with any of Safehinge Primera's EAC products. Other credentials may not be compatible or provide poor read range.



Smart Card

Part Number : PR-6904-UCP
Technology : Mifare Classic 1K
: 4 Byte UID

Tear Fob (Black)

Part Number : PR-6813-BMF
Technology : Mifare Classic 1K
: 4 Byte UID

Adjustable Wristband

Part Number : PR-6834-AWB
Technology : Mifare Classic 1K
: 4 Byte UID
Testing : IP68 Rated (Fully Waterproof)
: Pull test break force = 4.8Kg

Contractor Smartcard

Part Number : PR-6909-CON
Technology : Mifare Classic 1K
: 4 Byte UID
: Allow free access to all doors during construction

Compatibility with Existing Systems

SHP EAC products work on their own internal system and cannot connect to any other Access Control system. However, there is a potential that the SHP EAC system can work along side an existing system with a single credential working on different products.

The use of two systems is not recommended, and it cannot be guaranteed that the credentials can be programmed for both systems. This would also result in two systems and two lock plans requiring administration. Any request to do this will have to be tested and reviewed by SHP. SHP can take no responsibility for any existing systems and existing infrastructure.

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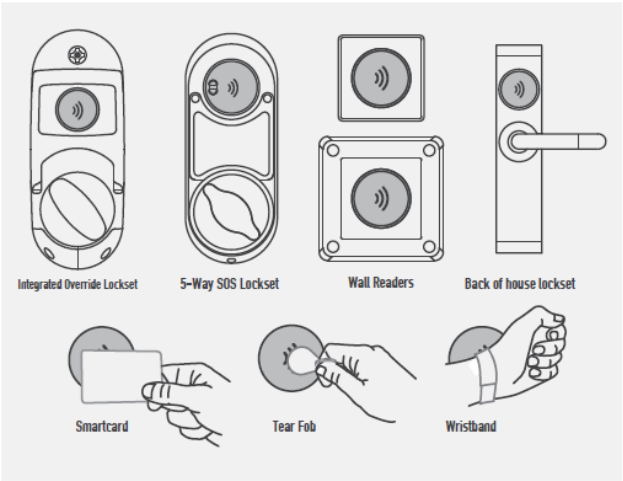
USING CREDENTIALS

It is important that the credentials are placed over the centre of the contact area to ensure a reliable and quick response.

Online locks - Each credential should be held in location for 1-2 seconds. LED's will flash blue as the lockset receives live lock plan updates before opening.

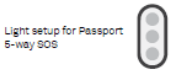
Passive locks - Each credential should be held in location for 1 second. The lockset will not receive live lock plan updates and it should only to be used for agreed, secure routes that require rapid access.

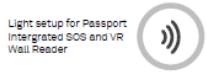


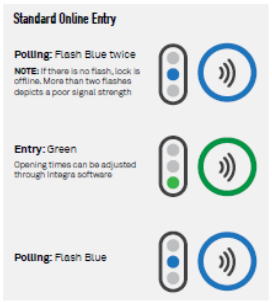
STANDARD USE LIGHT SEQUENCE

Once the credential has been correctly presented to the contact area, a series of light sequences will be displayed. This is relevant to all of the SHP Points of Access.

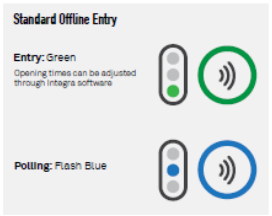
Online Standard Light Sequence

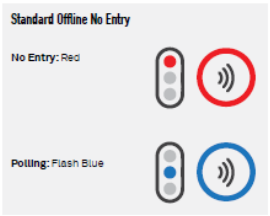






Offline Standard Light Sequence - (Customised Lock Plans Only)





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OPERATION MANUAL

The following operation manual provides a general guideline for the use of products within the EAC product range. The manual assumes the product has been installed and maintained correctly.

ELECTRONIC LOCKSET WITH 5 WAY SOS

PASSPORT 5-WAY SOS

PRODUCT DESCRIPTION

Passport 5-Way SOS offers all the capabilities of our EAC system, combined with our mechanical 5-Way override system.

Key Features

- Anti ligature electronic lockset empowers service users and reduces restrictive practices
- Full capabilities of our EAC System, enabling remote programming, and real-time updates and reporting
- 5-way SOS (Staff Override System) built in, ensuring staff can always gain access

PRODUCT SCOPE

Passport 5-Way SOS is an anti-ligature electronic lockset, utilising our EAC System and mechanical 5-way Staff Override System, designed for mental heath environments.

An Emergency Tool kit is required to operate the 5-Way SOS. The override feature is only to be used in anti-barricade situations, or in the rare event of electronic failure. All relevant staff should be trained to use the product to ensure correct operation when stressful situations arise.

Passport 5-Way SOS utilises all the features of our EAC System, allowing the locks to be controlled using our approved credentials as well as offering live look plan updates and audit trails.

For the products electronic features to work successfully, it must be installed with all of the relevant and approved, infrastructure. It is highly recommended that SHP supply the infrastructure. SHP can take no responsibility where existing infrastructure is used.

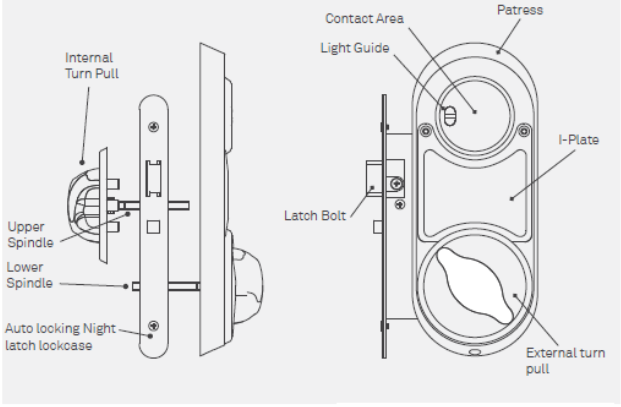
Mechanical Performance

Safehinge Primera products have been rigorously tested to ensure they are suitable for mental health environments. For more details on the mechanical performance contact Safehinge Primera: info@safehingeprimera.com or 0330 058 0988.

Ligature Performance

The Passport 5-Way SOS pattress and internal turn pull have been rated to TS001 A4 and has no known ligature points. **It is essential that the product has been installed and maintained correctly to ensure the ligature performance is met for the lifetime of the product.**

PRODUCT DIAGRAM



Handle Option

An Oryx handle can replace the standard turn pull on Passport 5-Way SOS. **This is only to be used on dementia wards.**

OVERRIDE

The Electronic Lockset with 5 way SOS has a built in override system allowing entrance into the room against even the most determined barricades. Training should be provided to all staff members on how the use the override systems. The override feature is only to be used in anti-barricade situations, or in the rare event of electronic failure.

The Lockset is only one part of an anti-barricade procedure and other considerations such as an outward opening door and anti-barricade mechanism must be implemented for a complete, robust Anti-barricade solution.

Where Removable Door Stops (RDS) are used, a cut-out feature will be required to allow fitting of the lockset and the use of the override. The cut-out feature must meet the minimum cut out specification. Contact SHP for general machining guidance for hinged stops which can clash with the emergency override.

SAFEHINGE PRIMERA
LIFESAVING DETAILS

Tool kit

When a barricade situation arises, staff should immediately collect the tool kit and take it to the relevant door. **It is important that the tool kit is located in a easily accessible area for staff and clearly labelled.** All relevant staff should be informed of the location of the tool kit.

A minimum of one tool kit should be available per ward.

Tool Kit

The tool kit should be kept in a secure room away from service users. The location of the tool kit should be easily accessible for staff members

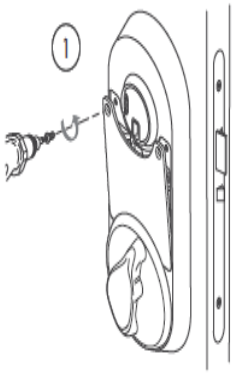
The tool kit contains tools that could easily be weaponised by a service user. The tool kit should never be left unattended and must always be kept away from service users.

Anti Barricade

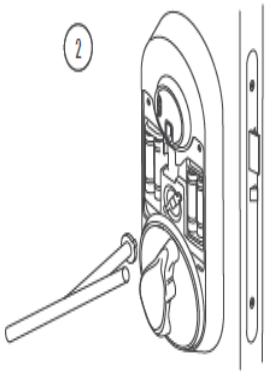
Before using the emergency override, it is essential that the anti-barricade stop is removed. Operating the emergency override before the anti-barricade is deployed may cause an interference and delay time to entry.

Override Procedure

Once the tool kit has been collected, the following procedure should be followed to overcome a barricade:

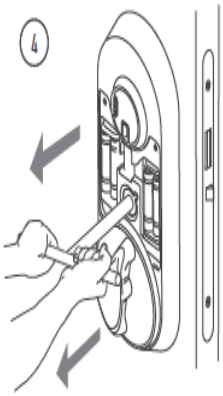


1. Remove both security fixings to release the cover plate. Lift the cover plate away to reveal the battery compartment



2. Line up the Emergency Tool and slide it over the spindle until it stops.

3. Rotate the Emergency Tool to unlock the door



4. Use the emergency tool to pull the door open

After overcoming a barricade situation, it is essential that the following checks are completed:

- Check the spindle has not twisted or snapped.
- The product is firmly secured to the door and no gaps have appeared
- All batteries are in place and the lock is reading correctly
- The I-Plate is returned and fixed securely. **No power tools should be used.**

All of our products have been tested to withstand physical abuse, however, **it is essential that all elements of the product are checked following attack or abuse.**

SAFEHINGE PRIMERA
LIFESAVING DETAILS

ELECTRONIC LOCKSET WITH INTEGRATED OVERRIDE

PASSPORT INTEGRATED SOS

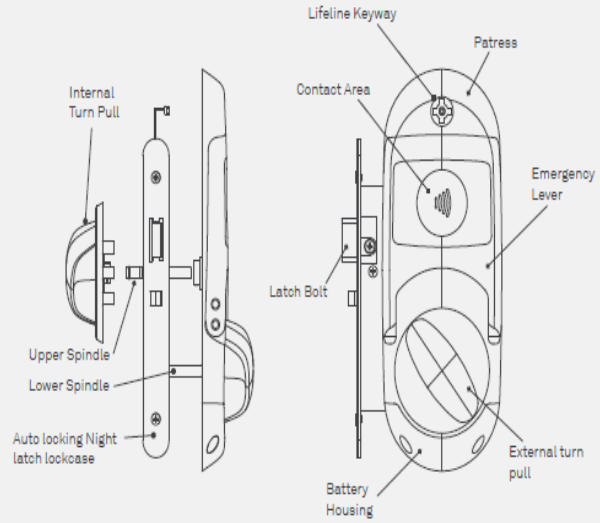
PRODUCT DESCRIPTION

Passport Integrated SOS offers all the capabilities of our EAC system, combined with an integrated override.

Key Features

- Anti ligature electronic lockset empowers service users and reduces restrictive practices
- Full capabilities of our EAC System, enabling remote programming, and real-time updates and reporting
- Integrated Override allowing the override of a barricade in less than 5 seconds without the need for additional tools
- The override uses the Lifeline key that can be used on other products such as vision panels, anti barricade stops and en-suite products.

PRODUCT DIAGRAM



PRODUCT SCOPE

Passport Integrated SOS is an anti-ligature electronics lockset with a fully integrated override, utilising our EAC System, designed for mental heath environments. Reduc

A SHP Lifeline Key is required to access the Integrated override. The override feature is only to be used in anti-barricade situations or in the rare event of electronic failure. All relevant staff should be trained to use the product to ensure correct operation in stressful situations.

Passport Integrated SOS utilises all the features of our EAC System, allowing the locks to be controlled using our approved credentials as well as offering live lock plan updates and audit trails.

For the products electronic features to work successfully, it must be installed with all the relevant and approved infrastructure. It is highly recommend that SHP supply the infrastructure. SHP can take no responsibility where existing infrastructure is used.

Mechanical Performance

Safehinge Primera products have been rigorously tested to ensure they are suitable for mental health environments. For more details on the mechanical performance contact Safehinge Primera: info@safehingeprimera.com or 0330 058 0988.

Ligature Performance

The Passport Integrated SOS has no known ligature points. **It is essential that the product has been installed and maintained correctly to the required level to ensure the ligature performance is met for the lifetime of the product.** This is not applicable when the emergency override is in use.

OVERRIDE

The Electronic Lockset With Integrated SOS has an integrated override system allowing entrance into the room against even the most determined barricades. Training should be provided to all staff members on how to use the override feature. The override feature is only to be used in anti-barricade situations, or in the rare event of electronic failure.

Anti Barricade

Before using the emergency override, it is essential that the anti-barricade stop is removed. Operating the emergency override before the anti-barricade is deployed may cause and interference and delay time to entry. The result of this varies depending on which anti-barricade stop is used.

The anti-barricade sequence required for the lockset and anti-barricade door stop should be carefully considered depending on the specific configuration of your doorset. The Lockset is only one part of an anti-barricade procedure and other considerations such as an outward opening door and anti-barricade mechanism must be implemented for a complete, robust Anti-barricade solution.

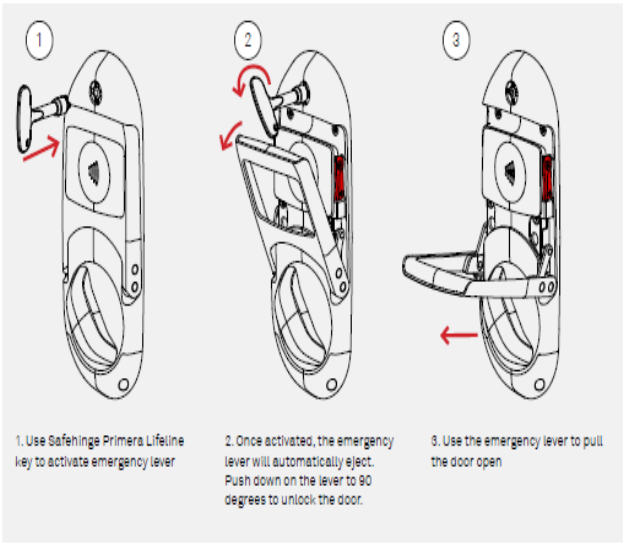
Passport Integrated SOS will work most effectively with SHP's Swiftstop doorset. This configuration would allow the fastest speed of entry and give the option to release the anti-barricade before or after the emergency lever has been released.

Where Removable Door Stops (RDS) are used, a cut-out feature will be required to allow fitting of the lockset and the use of the override. The cut-out feature must meet the minimum cut out specification. Contact SHP for general machining guidance for hinged stops which can clash with the emergency override lever.

SAFEHINGE
PRIMERA
LIFESAVING DETAILS

Override Procedure

The integrated override requires only a Lifeline key to activate. **Ensure anti-barricade has been removed before the operation of the handle.**



1. Use Safehinge Primera Lifeline key to activate emergency lever

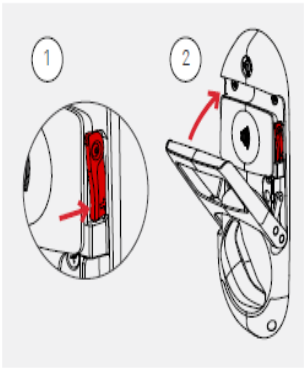
2. Once activated, the emergency lever will automatically eject. Push down on the lever to 90 degrees to unlock the door.

3. Use the emergency lever to pull the door open

Override Reset

A ratchet system locks the handle in position. To reset:

- Press both red release switches to unlock the handle
- Return the handle to the stored position



After overcoming a barricade situation, it is essential that the following checks are completed:

- Check the spindle has not twisted or snapped.
- The product is firmly secured to the door and no gaps have appeared
- The Emergency Lever is stored securely

All of our products have been tested to withstand physical abuse, however, **it is essential that all elements of the product are checked following attack or abuse.**

VANDAL RESISTANT WALL READER

PRODUCT DESCRIPTION

The Vandal Resistance (VR) Wall Reader is a robust Point of Access Hardware that controls our Electric Strike, High Secure Locks, Mag Lock and other third party electronic locks. The Wall Readers can be installed on internal or external doors (an IP rated adaptor will be required for external use).

Key Features

- Robust aluminium housing
- Controls our SHP Electric Locks and other third party locks.
- No door controller required
- Wireless data transfer
- Can be installed on internal or external doors

Product Scope

The VR Wall Reader is a low voltage DC powdered reader that is used to control our SHP Electric Locks and other third party locks. Our Wall Readers can work with other third party locks, however, we cannot take responsibility for any locking issues when these have not been supplied by SHP.

The product can have customised lock plans to ensure efficient movement through a ward. An example of this being applied could be critical path doors from staff base to ward where speed of access is important. To achieve this, the required VR Wall Reader would have to be put in Passive mode, meaning it does not wirelessly update lock plans. A lockplan consultation is required to optimise the system to your specific needs.

The VR Wall Reader utilises all the features of our EAC System, allowing the locksets to be controlled using our approved credentials as well as offering live lock plan updates and audit trails.

For the products electronic features to work successfully, it must be installed with all the relevant, approved, infrastructure. It is highly recommend that SHP supply the infrastructure. SHP can take no responsibility where existing infrastructure is used.

Mechanical Performance

Safehinge Primera products have been rigorously tested to ensure they are suitable for mental health environments. For more details on the mechanical performance contact Safehinge Primera: info@safehingeprimera.com or 0330 058 0988.

Ligature Performance

The VR Wall Reader has no known ligature points. (Not applicable when extension attachment is used) **It is essential that the product has been installed and maintained correctly to the required level to ensure the ligature performance is met for the lifetime of the product.**

SAFEHINGE
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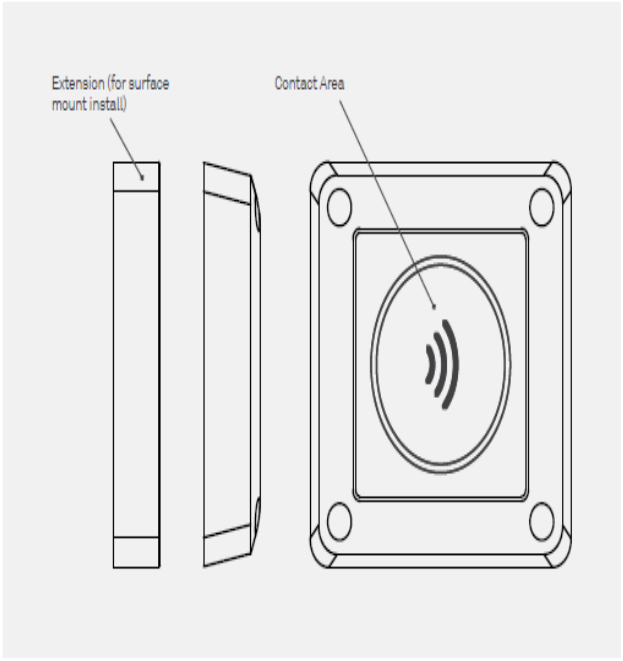
Fail Safe/Fail Secure

It is highly recommended that EAC hardware is set up in **Fail Secure** mode within the secure perimeter of mental health environments to ensure service users cannot roam freely during power failures. For safety reasons, locks should only be put in **Fail Secure** mode if there is a secondary, mechanical means of unlocking the door at a standard working height. This would typically suggest a single leaf doorset. We also recommend a battery backup to continue standard working access during a power failure.

A **Fail Safe** lockset will typically be required for a double leaf doorset. To avoid free egress during power failure, a Battery Back Up must be installed and maintained. It should be noted to staff the typical consumption of a battery so alternative security measures can be employed.

It is the responsibility of the building owner/occupier to ensure the locksets are set up in the correct mode.



VR Wall Reader Surface mount. IP67 Extension

The the VR Wall Reader extension can be used to reduce the need to cut into the wall on install or create a IP67 rated version. Anti-pick mastic must be used to prevent water ingress.

When the adaptor is used, the ligature performance of the product is reduced.

SHP ELECTRONIC LOCKS

SHP ELECTRIC STRIKE

Product Description

The Electric Strike is a solenoid based locking system and works in conjunction with our Night Latch Lockcase with keyway. The robust design is suitable for medium secure services.

Product Scope

The Electric Strike can be controlled by the VR Wall Reader, key switch override and push to exit switch. The product must be installed in conjunction with SHP Night Latch Lockcase with a keyway.

It can be set up as fail secure when installed as per above.

SHP HIGH SECURE LOCK

Product Description

The High Secure Lock is a superior quality, electromechanical security lock suitable for high secure environments. The BB lock must be powered by a specific 24V power supply.

Product Scope

The High Secure Lock is controlled by the VR Wall Reader. The electromechanical lock can be supplied with or without a keyway depending on its position within the door frame. The locks are suitable for high secure environments.

It can be set up as fail secure when fitted with a keyway as a standard working height.

SAFEHINGE
PRIMERA
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ENTRY-EXIT DEVICES

PROXIMITY PUSH TO EXIT (PTE)

Product Description

The Proximity PTE is a controller that allows credential free entrance. This is recommended for egress from or within safe zones by staff members. It can provide a basic audit trail showing door and time.

KEY SWITCH OVERRIDE

Product Description

The Key Switch Override is used as a mechanical means to open the electronic lock should the wall reader fail. It still requires power to function, therefore, must have a backup battery.

STAFF ONLY AREA ELECTRONIC LOCKSET

PRODUCT DESCRIPTION

The Staff Only Area Electronic Lockset is a lower cost Point of Access Hardware suitable for back of house.

Key Features

- Full capabilities of our EAC System, enabling remote programming, and real-time updates and reporting
- Lower cost
- Suitable for back of house only

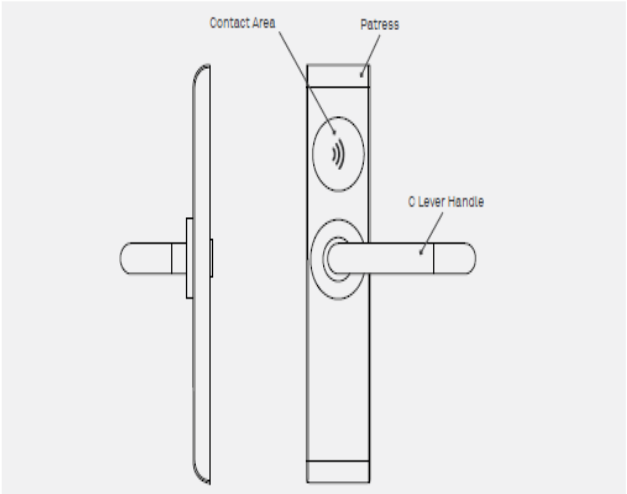
PRODUCT SCOPE

The Staff Only Area Electronic Lockset is a lower cost Point of Access Hardware without anti-ligature properties or an override feature.

The Lockset can be supplied with or without a mechanical override (Standard Euro Cylinder).

The Staff Only Area Electronic Lockset utilises all the features of our EAC System, allowing the locks to be controlled using our approved credentials as well as offering live lock plan updates and audit trails.

For the product's electronic features to work successfully, it must be installed with all the relevant and approved infrastructure. It is highly recommend that SHP supply the infrastructure. SHP can take no responsibility where existing infrastructure is used.



SAFEHINGE
PRIMERA
LIFESAVING DETAILS

STAFF ONLY WALL READER

PRODUCT DESCRIPTION

The Staff only Area Wall Reader Point of Access Hardware that controls our electronics locks and other third party locks.

Key Features

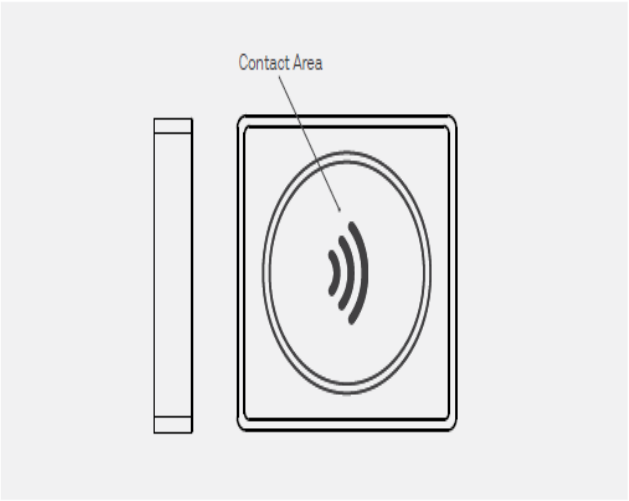
- Controls our Electric Strikes, BB Locks, Maglocks and PTE Switch
- No door controller required
- Wireless data transfer

Product Scope

The Staff only Area Wall Reader is a low voltage DC powder reader that is used to control our electronic locks and other third party locks. Our Wall Readers can work with other third party locks, however, we cannot take responsibility for any locking issues when these have not been supplied by SHP.

The Staff only Area Wall Reader utilises all the features of our EAC System, allowing the locksets to be controlled using our approved credentials as well as offering live lock plan updates and audit trails.

For the products electronic features to work successfully, it must be installed with all the relevant and approved infrastructure. It is highly recommend that SHP supply the infrastructure. SHP can take no responsibility where existing infrastructure is used.



Fail Safe/Fail Secure

It is highly recommended that EAC hardware is set up in **Fail Secure** mode within the secure perimeter of mental health environments to ensure service users cannot roam freely during power failures. For safety reasons, locks should only be put in **Fail Secure** mode if there is a secondary, mechanical means of unlocking the door at a standard working height. This would typically suggest a single leaf doorset. We also recommend a battery backup to continue standard working access during a power failure.

A **Fail Safe** lockset will typically be required for a double leaf doorset. To avoid free egress during power failure, a Battery Back Up must be installed and maintained. It should be noted to staff the typical consumption of a battery so alternative security measures can be employed.

It is the responsibility of the building owner/occupier to ensure the locksets are set up in the correct mode.

SHP ELECTRONIC LOCKS

MAG LOCK

Product Description

The surfact mount Mag Lock provide 2500N of holding force, suitable for staff only areas.

Product Scope

The Mag Lock is controls by the Staff Only Area Wall Reader, It is only suitable for back of house areas. **Mag Locks must be set to fail safe mode and must have a battery back up.**

SAFEHINGE PRIMERA
LIFESAVING DETAILS

MAINTENANCE MANUAL

The maintenance of SHP products is essential to proper function and safety and must be completed as specified. Any maintenance work must be carried out by suitably qualified and competent individuals.

If any installed EAC Product is removed/changed at any time it may impact the performance of the system. It must be recommissioned and tested by an approved technician.

Safehinge Primera Service Level Agreement (SLA)

A SLA maintenance programme is highly recommended as an additional service. Please contact Safehinge Primera for details: info@safehingeprimera.com or 0330 058 0988.

TYPES OF MAINTENANCE

It is important that all products are installed correctly as per the instructions to ensure safe and effective performance. To maintain this level of performance our products require a range of different checks to ensure they continue to meet the highest safety standards.

Visual Inspection

Visual checks on the product and surrounding door/frame/environment looking for wear, damage and general condition

Mechanical Checks

Consists of checking that the product's mechanical elements function properly without any binding or undue force required. Check that parts can move freely without abnormal resistance or binding

Electronic Checks

General tests on the electronics to check products are connected and communicating correctly with relevant systems and battery levels are acceptable

Fixings Check

Fixings need to be checked regularly and tightened when necessary to ensure products do not become loose and provide potential ligature/weaponisation risks. This also checks that no projection of fixings prevent components from moving freely

Cleaning

Build up of grease, dust and harmful chemicals (e.g from floor cleaning) should be removed to prevent corrosion and maintain the product finish and function.

The correct cleaning method should be used to ensure products are not damaged

Lubrication

Some products will benefit from periodic lubrication RS High Specification Dry Lubricant only (RS part number 251-3794) B700241.

Note: We cannot endorse the use of any other lubricants

MAINTENANCE SCHEDULE

It is essential that the customer implements a regular maintenance regime to support the correct function of all our products. **The frequency of checks recommended is a guideline and should be commensurate with frequency of use/severity of the environment it is installed in.**

The following section outlines checks that should be carried out on products within out EAC System. **If any product fails any of these tests, please contact your maintenance provider.**

	Product	Maint. Type	Maintenance
Daily These items should be checked daily and adjustments made where necessary.	Integra Software		**Software checks** - Daily software check to ensure locks are online and battery levels are good
Weekly In addition to the daily schedule, these items should be checked weekly and adjustments made where necessary.	All Access Control Products		**Visual Inspection** - A visual inspection of the product and the surrounding environment to check there is no signs of damage. Check that all hardware is flush to the wall with no ligature risks.
	All Access Control Products		**Cleaning** - All parts should be cleaned with mild detergent only with a damp cloth. Avoid contacting these components with aggressive cleaning fluids or excessive fluids of any kind.
Monthly In addition to the daily and weekly schedule, these items should be checked on a monthly basis and adjustments made where necessary.	Integra Software		Windows Updates
	Passport 5-Way SOS/ Integrated SOS		**Override Test** - Complete a full cycle of the override system to check it is functioning correctly
Quarterly In addition to the daily, weekly and monthly schedule, these items should be checked on a quarterly basis and adjustments made where necessary.	All Access Control Products		**Fixing Checks** - Ensure the fixings are holding the cover plate securely in place. Check that no fixings have come loose from the sensing strap at the door threshold.
	Night latch lockcase		**Lubrication** - Regular lubrication is essential for lock function. See the following section of this document for the application of lubricant.

Annually In addition to the weekly, monthly and quarterly schedule, these items should be checked on an annual basis and adjustments made where necessary.	Passport 5-Way SOS/ Integrated SOS		**Battery Changeover** - Check the battery level, with the intention to change the batteries if they are low
	Integra Software		Firmware and Integra Updates

Power Supply Units (PSU) are fitted at the time of installation with a backup battery (12VDC, 7Ah). It is crucial that these batteries are added to your Planned Preventative Maintenance (PPM) schedule in similar accordance to your emergency lighting. We recommend these batteries are changed bi-annualy.

Post-Abuse

All of our products have been tested to withstand physical abuse, however, **it is essential that all elements of the product are checked following attack or abuse.**

PRODUCT SPECIFIC MAINTENANCE

ELECTRONIC LOCKSET WITH 5 WAY SOS

Battery Changeover

The battery status can be monitored through the Integra Client software.

Battery Specification for Passport 5 way SOS:

- AA Duracell Industrial or equivalent
- All 4 changed at the same time
- No Mixing of brand

Battery can be ordered from Safehinge Primera (info@safehingeprimera.com or 0330 058 0988).

Remove the two security button head screws from the Iplate.

Slide the Iplate away from the pattress revealing the batteries.

Insert the four AA 1.5v batteries into the carriers to ensure correct polarity. Once installed, return the Iplate and the two fixings.

After install, and once the LED's have stopped flashing, test the operation of the lockset with a credentials and verify the live audit trails within Integra.

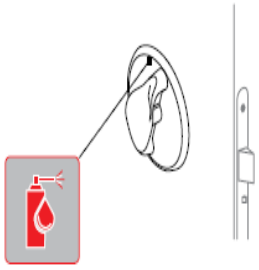
Lubrication

Moving parts should be regularly lubricated with RS High Specification Dry Lubricant only (RS part number 251-3794) B700241.

Note: We cannot endorse the use of any other lubricants.

To lubricate Safehinge Primera Night latch lockcases, push the latch in and spray into the lockcase then repeat this with anti-thrust.

Safehinge Primera products are supplied with anti-tamper security screws. These must not be substituted with any other fixings. Any missing screws should be replaced with identical anti-tamper fixings.



Override

To test the override, follow the complete override instructions within the operation manual. Check fixing are have not been tampered with and are easy to remove.

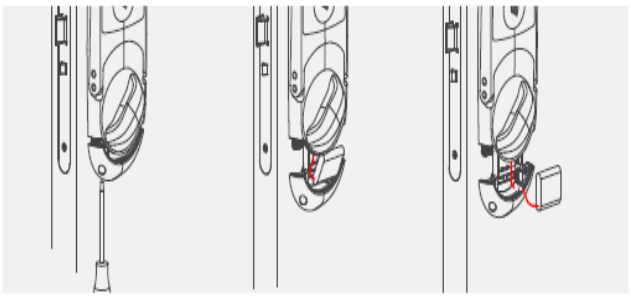
It is also important to check the tool kit is complete and located is the correct location.

SAFEHINGE PRIMERA
LIFESAVING DETAILS

ELECTRONIC LOCKSET WITH INTEGRATED OVERRIDE

Battery Changeover

The battery status can be monitored through the Integra Client software. **Battery packs can be ordered from Safehinge Primera (info@safehingeprimera.com or 0330 058 0988).**



Unscrew the two security screw at the base of the battery housing - these do not need to be removed. This will allow the battery housing to slide down

Slide out the battery from the housing and unplug the connector

Plug in a new battery pack a return back to the housing. Slide up the tray and return the fixings.

After install, and once the LED's have stopped flashing, test the operation of the lockset with a credentials and verify the live audit trails within Integra.

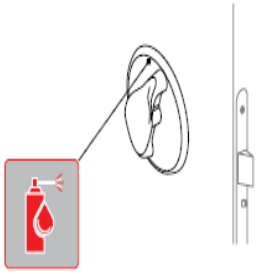
Lubrication

Moving parts should be regularly lubricated with RS High Specification Dry Lubricant only (RS part number 251-3794) B700241.

Note: We cannot endorse the use of any other lubricants.

To lubricate Safehinge Primera Night latch lockcases, push the latch in and spray into the lockcase then repeat this with anti- thrust.

Safehinge Primera products are supplied with anti-tamper security screws. These must not be substituted with any other fixings. Any missing screws should be replaced with identical anti-tamper fixings.



Override

To test the override, follow the complete override instructions within the operation manual. Check the Lifeline keyway has not been tampered with and the emergency level releases when activated.

NIGHT LATCH LOCK CASE

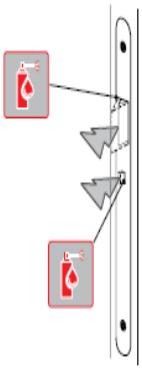
Lubrication

Moving parts should be regularly lubricated with RS High Specification Dry Lubricant only (RS part number 251-3794) B700241.

Note: We cannot endorse the use of any other lubricants.

To lubricate Safehinge Primera Night latch lockcases, push the latch in and spray into the lockcase then repeat this with anti-thrust.

Safehinge Primera products are supplied with anti-tamper security screws. These must not be substituted with any other fixings. Any missing screws should be replaced with identical anti-tamper fixings.



VANDAL RESISTANT WALL READER

- Use anti pick mastics to ensure zero gaps as required.
- Ensure the 'Glass' is flush and not loose.

ELECTRIC STRIKE / HIGH SECURE LOCK / MAGLOCK

- Ensure there are no obstructions that would prevent the lock from latching.
- Check the Electric lock is set in fail secure mode.
- Check backup batteries (Replace every 24 months)

Manufacturers O&M for third party locks available on request

PUSH TO EXIT SWITCH

- Check opening time is suitable
- Check LEDs are lighting correctly
- Check proximity distance

TROUBLESHOOTING

The following trouble shooting guide provides basic diagnostic of potential issues

Credential Not Reading Correctly

If a credential is not reading correctly, but another credential is reading correctly check the following:

- Check if the card belongs to the installation and if it is valid for that lock (check initial and expiration date)
- Check if the lock has the latest firmware version
- Update locking plan
- Try the unrecognised card on another lock of that installation to check if the problem is the card or the lock
- Check power supply of the lock
- Place the unrecognised Credential on the NFC Encoder and use the INTEGRA function "Read Card" to see if the software recognizes it or if shows any errors

Door Permanently Open

Potential reasons for the door remaining permanently open:

- Check if lock is set as Free passage
- Lockcase mortise could be too tight preventing the latch from releasing. The mortise may need maintenance.

Fast Battery Drain

Certain configurations can lead to high battery consumption, draining the battery faster than expected. Potential reasons for this are:

- Check the type of battery is correct and all batteries are the same. Where a battery back is use, check it is not damaged.
- Check the lock is not polling excessively (frequent blue flashes). If this is the case, the lock need to be initialised by the Handheld programmer.
- Check the Lockset is not configured as 'Receiver Mode'. This configuration is only suitable for powered devices such as Wall Readers and not battery powered devices.

TROUBLE SHOOTING LIGHT SEQUENCES

No Lock Reaction

If the lock was previously working and subsequently shows no light reaction when a credential is present, the battery is probably flat. Please proceed to change the battery. If there is still no reaction when batteries are changed, the hardware requires maintenance.

Green LED. But door does not open

If the lock was previously granting access with a credential and suddenly stops the mortise may require maintenance.

NO ENTRY

Blue LED Constant

Reader needs maintenance. Try re-initialising with the Handheld programmer.

Blue LED flashing more than twice before opening

The lock has low signal or it is not connected. Try re-initialising to optimise. Five or more flashes suggest the lock is operating offline.

Red LED Constant

Locking plan download is corrupted and needs to be updated using the Handheld Programmer. The lock must be cleared and initialised again. Could also be showing very low battery. Check Integra battery levels and replace if required.

Red LED Continuous Blinking

The lock is in Bootloader mode and waiting for a lock firmware update from the Handheld Programmer. The lock will remain in this state until firmware update is made.

Red LED to all Valid Cards

Try one of the following solutions: update locking plan of the reader, re-encode the credential, check initial and expiration date of the card. Check Access Rights of that user. Also, make sure that credential are configured properly.

SAFEHINGE
PRIMERA
LIFESAVING DETAILS

FAQ'S

SAFETY INFORMATION

SAFETY NOTICES

1. Read, follow and keeps these instructions
2. Heed all warnings
3. Only use attachments/accessories specified by SHP

⚠ Ensure the product has been installed correctly and signed off before use

⚠ Do not use this product in a location that can be submerged/come into contact with water

ELECTRICAL SAFETY INFORMATION

- All electrical equipment should be installed, serviced and maintained by an approved technician.
- Compliance is required with respect to the voltage, frequency and current requirements. Connection to a different power source than specified by SHP may result in improper operation, damage to the equipment, or pose a fire hazard

BATTERY PRECAUTIONS

- Only SHP approved batteries/battery packs can be used for any EAC hardware
- Do not attempt to repair, disassemble or modify the battery. Do not place or use battery near fires, heaters, direct sunlight, or other heat sources. Prolonged exposure to heat may cause battery leakage, explosions, or fires.
- Do not dispose of the battery as General waste. Please refer to local regulations.
- Please do not place pressure on or pierce the battery with hard objects. Damaging the battery could cause battery leakage, overheating, or fires.

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COMPLIANCE

CE

The relavent EAC products carry the CE Mark

FD 30 FD 60 FIRE PERFORMANCE

Our lockcase is rated to FD30/60

For more information regarding certificated test evidence please contact SHP

t: +44 (0) 330 058 0988

e: info@safehingeprimera.com

SUPPORT

REPORTING A FAULT

Issues should be reported to your maintenance provider. If you need manufacturer's support please contact SHP: info@safehingeprimera.com or 0330 058 0988.

SPARES

Replacement battery packs are available from Safehinge Primera. Further spares are available on request, contact SHP for details and support: info@safehingeprimera.com or 0330 058 0988.

SAFEHINGE PRIMERA SERVICE LEVEL AGREEMENT (SLA)

A SLA maintenance programme is highly recommended as an additional service. Please contact SHP for details: info@safehingeprimera.com or 0330 058 0988.

MANUFACTURERS WARRANTY

SHP guarantees EAC Hardware against material and manufacturing defects for a period of one year from the date of sale. The guarantee will provide for the free replacement of any element proved to be of faulty manufacture or material defect following inspection.

The onus is on the buyer to ensure that the products have been correctly specified as being fit for purpose and that the products are installed, commissioned, and maintained strictly in accordance with instructions.

Any defects caused by abuse within the environment is not covered by warranty.

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LIFESAVING DETAILS

APPENDIX A - INSTALLATION DETAILS FOR (WARD NAME)

NETWORK MAP

WAP LOCATIONS/NUMBERS

INSTALL IMAGES

APPENDIX B - SQF002 HAND OVER CHECKLIST