

---

## HOME FIRE ALARM DEVICE (HFAD) ASSISTANCE SCHEME

### Installation of HFADs in HDB public rental flats

#### 1. What is a Home Fire Alarm Device (HFAD)?

A Home Fire Alarm Device (HFAD) is an automatic smoke<sup>1</sup> detector.

#### 2. Why do residents need a HFAD?

Smoke detectors are effective in providing residents in the flat with early warning of fire. Upon detection of smoke from fires, the HFAD will sound an alarm. This allows occupants to be alerted of fires early, and to escape safely before the fire escalates, thus minimising fire injuries and fatalities.

#### 3. What is the HFAD Assistance Scheme for HDB public rental flats?

The SCDF announced in November 2017 that SCDF, HDB and PA were working together to provide free installation of HFADs for all 60,000 HDB public rental flats. This initiative is known as the HFAD Assistance Scheme.

The HFAD installation will commence in June 2018, and will be carried out in phases from 2018 to 2021, starting with housing estates with a higher number of rental households with elderly occupants.

#### 4. Who is eligible for the HFAD assistance scheme?

Households staying in HDB public rental flats without a HFAD will be eligible for this assistance scheme.

#### 5. Is the HFAD installation mandatory in existing HDB public rental flats?

Installation of HFAD(s) is only mandatory for new residential homes, as well as existing homes carrying out fire safety works, with plans submitted to SCDF/BCA/HDB on or after 1 June 2018.

---

<sup>1</sup> A smoke detector triggers an alarm upon detection of smoke entering a sensing chamber or light beam within the detector.

# Frequently Asked Questions (FAQs)

It is not mandatory to install the HFAD(s) for existing residential homes (including public rental flats) not carrying out fire safety works. Nonetheless, existing homeowners/tenants are strongly encouraged to install HFADs for their own safety.

## 6. When can I make the request to install the HFAD?

The HFAD installation will commence in June 2018, and will be carried out in phases from 2018 to 2021, starting with housing estates with a higher number of rental households with elderly occupants.

Eligible residents will be notified by a letter. Upon receiving the letter, they can follow the instructions on the letter to register for a HFAD installation date. HFAD installers will contact the resident nearer the HFAD installation date to confirm the approximate installation timing.

## 7. I am staying in an existing HDB public rental flat that does not have a HFAD. How can I request for assistance to install a HFAD in my flat?

Any resident aged 21 and above, and currently staying in a HDB public rental flat without a HFAD installed, can request for HFAD installation after receiving the notification letter. The resident can request for a HFAD installation via any of the following means:

(a) Visit SCDF website at [www.scdf.gov.sg/HFAD](http://www.scdf.gov.sg/HFAD);

(b) Access mySCDF mobile application  and click on the HFAD  icon;  
or

(c) Call SCDF at 6848 3236 (office hours).

You will need to provide the following information when requesting for a HFAD installation date:

- Last 5 characters of NRIC (eg. If your NRIC is 1234567A, then you will need to provide "4567A").
- Your postal code
- Your floor number and unit number

Residents can arrange for HFAD installations to be carried out on Mondays to Saturdays (excluding public holidays which will not be available), either in the morning timeslot (from 9am to 12.30pm) or afternoon timeslot (1.30pm to 5pm).

# Frequently Asked Questions (FAQs)

## 9. Who will pay for the installation of the home fire alarm device under this HFAD Assistance Scheme?

Installation of a HFAD for eligible households staying in public rental flats is **free** for the tenants of HDB public rental flats.

## 10. How many HFADs do a HDB rental flat require? How many HFADs are each eligible household entitled to?

Each HDB public rental flat will qualify for one free HFAD, including installation. Residents planning to install more than one HFAD, can make arrangements with the HFAD installer. Additional HFADs will be chargeable.

## 11. How and where will the HFAD be installed? Will the HFAD installation affect other residents in the HDB block?

The HFAD installer will be present at your flat during the agreed appointment time. The HFAD installer will produce his staff pass from the company (Federal Fire Engineering Pte Ltd or Firetronics Pte Ltd) to show that they are authorised to carry out the HFAD installation works.

Staff Pass	
Firetronics Pte Ltd	Federal Fire Engineering Pte Ltd
	

The HFAD installer will install the HFAD onto your ceiling by drilling a few holes on the ceiling to attach the HFAD. The amount of work involved is small, and hence, not likely to affect residents. Each installation process should take about 30 minutes or less.

# Frequently Asked Questions (FAQs)



# SCDF

The Life Saving Force  
SINGAPORE CIVIL DEFENCE FORCE



The HFAD will be installed on the ceiling of the living room within the HDB public rental flats. It will have to be installed somewhere in the middle of the living room, at least 3 metres away from the kitchen and away from any sources of smoke, so as to avoid false alarms. The HFAD installer will advise on a suitable location upon visiting the flat.

After the installation, the installation vendor will provide a A4-size guide and fridge magnet to educate the resident on how to use and maintain the device, the warranty period of the device, and the contact number of the vendor for any future enquiries. The installation vendor will also do a physical demonstration on how the device can be used.

## 12. What are the key features of the HFAD? Are there any accessories or user manual that come with the HFAD?

Either of the two types of HFADs may be installed for the resident: (i) Basic HFAD, or (ii) HFAD for the Deaf.

### **Basic HFAD**

The basic HFAD will come with the following features:

- (a) Indicator light to inform occupant on the status/condition of the system/device
- (b) Silence/Reset feature to address false alarms
- (c) Test button to allow the system/device to be tested and checked periodically
- (d) Sounder to alert occupants in the home
- (e) Powered by long-life lithium batteries that last about 10 years under normal usage conditions

The following materials/accessories for the basic HFAD will also be given to the resident:

- (a) HFAD Testing stick

# Frequently Asked Questions (FAQs)



**SCDF**  
The Life Saving Force  
SINGAPORE CIVIL DEFENCE FORCE



- (b) A4 size leaflet containing information about the HFAD and the HFAD installer (in any of the four official languages i.e English, Chinese, Malay, Tamil)
- (c) Fridge magnet containing information about the HFAD and the HFAD installer (in any of the four official languages i.e English, Chinese, Malay, Tamil)
- (d) Card containing the contact details of the HFAD installer and the HFAD expiry date



HFAD



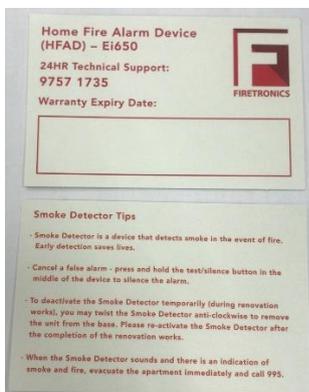
Testing stick



A4 size leaflet  
(in any of the 4 languages)



Fridge magnet  
(in any of the 4 languages)



Card containing contact details/HFAD expiry

# Frequently Asked Questions (FAQs)

## HFAD for the Deaf

The HFAD for the Deaf will come with the following features:

- (a) Indicator light to inform occupant on the status/condition of the system/device
- (b) Silence/Reset feature to address false alarms
- (c) Test button to allow the system/device to be tested and checked periodically
- (d) Sounder to alert occupants in the home
- (e) Powered by long-life lithium batteries that last about 10 years under normal usage conditions

The following materials/accessories for the HFAD for the Deaf will also be given to the resident:

- (a) HFAD remote control
- (b) Visual alarm (strobe light) with a 3-pin plug that can be connected to the power socket, as well as a standby battery
- (c) Vibration device that is connected by wire to the visual alarm device
- (d) A4 size leaflet containing information about the HFAD and the HFAD installer (in any of the four official languages i.e English, Chinese, Malay, Tamil)
- (e) Fridge magnet containing information about the HFAD and the HFAD installer (in any of the four official languages i.e English, Chinese, Malay, Tamil)
- (f) Card containing the contact details of the HFAD installer and the HFAD expiry date.



HFAD



Strobe light with standby battery and vibration device



Remote control



Card containing contact details/HFAD expiry

# Frequently Asked Questions (FAQs)



**SCDF**  
The Life Saving Force  
SINGAPORE CIVIL DEFENCE FORCE

**Service and help**  
Clean the detector with a vacuum cleaner fitted with a soft brush at least every 3 months.



**HOME FIRE ALARM DEVICE (HFAD)**  
**USER MANUAL**



**Your Smoke Alarm**  
The HFAD is powered by a 10-year non-replaceable battery. There is 10-year warranty for the smoke detector. If there is a fault or battery is low, remove the detector from the base.

Call Federal Fire 62680096 or email [advising@federalfire.com](mailto:advising@federalfire.com) if you require any help with these devices.



This HFAD is a smoke detector. The detector is automatically turned-on when it is installed onto the base.



**Alarm Test**  
Press the big button in the left of the remote controller, and release.



**When there is smoke caused by a fire in your home, the smoke detector will sound and the strobe will flash.**



**Get out of your house and call for help.**

The detector will sound 3 loud beeps 2 times. Do the test at least once a month.

**False Alarm**  
If the detector sounds when you are not testing and there is no fire situation, press the big button in the left of the remote controller, and release. The alarm sound will stop.

**Normal Condition**  
The RED light will flash every 40 seconds.

**Low Battery Condition**  
The detector will make a 'chirp' sound every 40 seconds.

A4 size leaflet  
(in any of the 4 languages)




**When there is smoke, the detector will sound.**



Test the detector regularly by pressing the square button in the middle.

If there is a fault with the detector, call Federal Fire 6268 0096 during office hours.

Fridge magnet  
(in any of the 4 languages)

# Frequently Asked Questions (FAQs)



**SCDF**  
The Life Saving Force  
SINGAPORE CIVIL DEFENCE FORCE

## 14. Is the HFAD suitable for occupants who are deaf?

If there is a deaf occupant in your HDB public rental flat, a resident staying in that HDB rental flat can request for the HFAD for the Deaf.

To qualify for the HFAD for the Deaf, the deaf occupant must be a member of the Singapore Association for the Deaf (SADeaf), or must have been certified by an audiologist or medical professional/therapist to be deaf.



Residents can indicate the above when requesting for a HFAD.

## 15. Who are the HFAD installers? How do I know whether the HFAD installers are authorised to install HFADs in my HDB rental flat?

The HFAD installers are either from Federal Fire Engineering Pte Ltd or Firetronics Pte Ltd. The contact details of the HFAD installers are below:

### Federal Fire Engineering Pte Ltd

Address: 12 Chin Bee Drive, Singapore 619868

Contact Number: 6862 5180

Type of HFADs eligible to install: HFAD for the Deaf

### Firetronics Pte Ltd

Address: 14 woodlands Walk, Singapore 738394

Contact Number: 6484 1201

Type of HFADs eligible to install: Basic HFAD

The HFAD installers will only turn up on your scheduled HFAD installation timeslot, and will show their company passes to demonstrate that they are the authorised HFAD installers. If a contact number is provided, the HFAD installers will also contact you to confirm the installation date and time.

# Frequently Asked Questions (FAQs)

## 16. What should I do if I need to reschedule the HFAD installation?

If an eligible resident has previously requested for a HFAD installation after receiving the notification letter, but wishes to change the HFAD installation date, the resident can reschedule another HFAD installation date via any of the following means:

(a) Visit SCDF website at [www.scdf.gov.sg/HFAD](http://www.scdf.gov.sg/HFAD);

(b) Access mySCDF mobile application  and click on the HFAD  icon;  
or

(c) Call SCDF at 6848 3236 (office hours).

You will need to provide the following information when requesting for a HFAD installation date:

- (a) Last 5 characters of NRIC (eg. If your NRIC is 1234567A, then you will need to provide "4567A").
- (b) Your postal code
- (c) Your floor number and unit number

## 17. What should I do if I have missed the HFAD installation?

The resident can reschedule another HFAD installation date via any of the following means:

(a) Visit SCDF website at [www.scdf.gov.sg/HFAD](http://www.scdf.gov.sg/HFAD);

(b) Access mySCDF mobile application  and click on the HFAD  icon; or  
(c) Call SCDF at 6848 3236 (office hours).

You will need to provide the following information when requesting for a HFAD installation date:

- (a) Last 5 characters of NRIC (eg. If your NRIC is 1234567A, then you will need to provide "4567A").
- (b) Your postal code
- (c) Your floor number and unit number

## 18. What are the documentation that I should show to the installer during the HFAD installation?

If you are installing the Basic HFAD, then you do not need to show any documentation to the HFAD installer.

# Frequently Asked Questions (FAQs)



However, if you are installing the HFAD for the Deaf, then you will need to provide a copy of the Singapore Association for the Deaf (SADeaf) membership card (See Q13), or a copy of the certificate by an audiologist or medical professional/therapist certifying the occupant to be deaf.

## 19. Do I need to sign on any document to acknowledge a successful HFAD installation in my flat?

Yes. The resident will need to sign on a completion form to acknowledge the successful installation of the HFAD.

## 20. If I do not want the HFAD model that is provided under this HFAD Assistance Scheme, can I opt not to install the HFAD or install my own HFAD?

Installation of HFAD for existing HDB public rental flats is voluntary. However, if you choose to install other models of HFAD that is different from the one provided by the HFAD installer, then you will need to pay for that HFAD. Other alternative HFAD models are not covered under this HFAD Assistance Scheme.

## 21. Is the HFAD connected to any SCDF premises?

The HFAD is a standalone device intended to alert occupants within the flat of any fire/smoke only. It is not connected to any SCDF premises.

## 22. When will the HFAD Assistance Scheme for HDB public rental flats end?

The HFAD Assistance Scheme for HDB public rental flats will end in 2021.

## 23. Who can I contact if I have queries regarding this HFAD Assistance Scheme?

To find out more about HFAD, you may:

- (a) Visit SCDF website at [www.scdf.gov.sg/HFAD](http://www.scdf.gov.sg/HFAD); or
- (b) Contact SCDF at 1800 286 5555 (office hours).

---

## Use and maintenance of HFADs

### **24. Who is responsible for maintaining the HFAD and ensuring that it is kept in good working condition?**

Tenants and occupiers staying in the HDB public rental flats are responsible for ensuring that the HFADs are kept in good working condition.

### **25. What type of maintenance is required?**

The HFAD(s) provided by the HFAD installers come with built-in batteries that can last around 10 years. Therefore, there is no need to replace the batteries annually. At the end of the 10-year shelf life of the HFADs, when the battery lifespan is depleted, HDB will replace the HFADs with new ones.

Tenants/Occupiers staying in the rental flats should test the HFADs regularly (about once a month) to ensure the HFADs are working. At the point of HFAD installation, the HFAD installers will demonstrate to the resident how to test the HFADs using the test stick (for basic HFAD) or remote control (for HFAD for the Deaf). Residents just need to follow the guidelines given by the HFAD installers to test the HFADs to make sure the devices are operational.

### **26. Is there any HFAD user guide given to the resident during the HFAD installation?**

Each HFADs will come with a user manual. Apart from the user manual, the HFAD installers will provide simple HFAD guides below to assist the resident in using the HFAD.

- (a) A4 size leaflet containing information about the HFAD and the HFAD installer;
- (b) Fridge magnet containing information about the HFAD and the HFAD installer;
- (c) Card containing the contact details of the HFAD installer and the HFAD expiry date.

The resident may contact the HFAD installer directly if he/she encounters problems with the HFADs.

### **27. What should I do if I need to request for the HFAD user guides in another language?**

The resident may contact the HFAD installer if he/she needs to request for HFAD user guides in other languages.

---

**28. Is this device sensitive to smoke? Will cooking or burning religious paraphernalia cause false alarms? How should residents prevent false alarms by the HFAD?**

Generally, cooking or burning of religious paraphernalia will not cause false alarms unless these activities are carried out in close proximity to the HFADs. If there are frequent false alarms, residents could consider moving the HFAD away from locations with frequent presence of smoke and fumes (e.g. cooking stoves or praying altars). Residents can also contact the HFAD installer to ascertain if the device is functioning properly.

**29. What should residents do when the HFAD alarm sounds within their unit or their neighbour's unit?**

If the HFAD emits an alarm, residents should:

- Check for the presence of smoke or fire within the home.
- If a fire is detected, extinguish it using a fire extinguisher. If the fire is spreading quickly, evacuate everyone from the home and call 995 to report the fire.
- If there is no smoke or fire, it could be a false alarm due to a malfunction or inadvertent activation (e.g. smoke from cooking).
- If it is certain that there is no emergency within the home, the device can be reset by pressing the "Silence/Reset" button. Do refer to your user guide/manual how to silence a false alarm.

**30. How will the resident know if the HFAD needs to be replaced? Who should I contact if the HFAD needs to be replaced?**

A HFAD should be replaced if:

- The HFAD indicates that the battery is running low.
- The HFAD is not functioning properly upon pressing the 'Test' function/button.
- The HFAD has detected high volumes of smoke and the sensing chamber is contaminated<sup>2</sup>. This typically results in failed attempts to silence the HFAD. Residents should contact the HFAD supplier when in doubt.

**31. Can the HFAD or the battery within the HFAD be removed at any time?**

The battery within the HFAD cannot be removed. There is also no need to remove the battery as it lasts about 10 years.

---

<sup>2</sup> For instance, if multiple attempts at silencing the HFAD alarm fails, this could possibly indicate a dirty sensing chamber repeatedly triggering the HFAD.

# Frequently Asked Questions (FAQs)



---

The HFAD installed on the ceiling should also not be removed unnecessarily from the ceiling or from its mounting plate. However, if a resident is away from home for an extended period, the resident may opt to temporarily deactivate the HFAD by removing it from the mounting plate. The resident must restore the HFAD upon returning home.

## **32. How do I know the warranty period of the HFAD? When the warranty will expire?**

Each HFAD comes with warranty of 10 years from the date of HFAD installation. Residents will be given a card indicating the HFAD device warranty expiry date as well as the HFAD installer contact details. Residents can also refer to the sticker on the HFAD for more details on the approximate expiry period of the HFAD device.

## **33. How do I contact the HFAD installer?**

Residents will be provided with the contact details of the HFAD installer via an A4-size HFAD guide, a fridge magnet, and a name card containing the HFAD installer contact details and HFAD expiry date. The contact details of the HFAD installer can also be found on a sticker on the HFAD.

*Updated: 10 July 2018*