

FireProCare Frequently Asked Questions (FAQ)

General

Can everyone see the controllers I enter into FireProCare?

No. FireProCare is designed so that users only see the controllers their company has connected to and added to their own park.

Controller information is not visible to other companies unless you choose to share it using the FireProCare sharing feature.

For more information about sharing controllers with other stakeholders, please contact info@fireprocare.com.

Can I register or access a controller that has already been added by another service contractor?

Yes. Multiple service providers can add the same controller to their own FireProCare park. Adding a controller does not transfer ownership, it simply makes it visible within your own account.

Each company's private notes remain confidential.

Shared information includes:

- Service history
- Equipment information
- Preventive maintenance records
- Parts replacement history

Private notes and technician information entered by one company are not visible to another.

What happens if two different companies add the same controller?

Both companies will have access to the controller within their own accounts.

FireProCare protects each company's private information. While both users can view maintenance history and equipment information, confidential notes entered by one company are not visible to another.

Can I add photos to task notes?

Yes. FireProCare allows you to add photos while using the app.

Photos are stored in a dedicated image section within the application and can be referenced later. While they are not attached to a specific maintenance task, they remain associated with the equipment and provide valuable documentation.

Controller Compatibility

Is the preventive maintenance program applicable to both Tornatech and Firetrol controllers?

Yes. FireProCare is compatible with **Tornatech** and **Firetrol** controllers equipped with built-in Wi-Fi capability.

This includes most controllers installed since **2021**. Older controllers can still be managed by manually adding them as legacy units.

Legacy Equipment

Can we add a controller that doesn't have Wi-Fi?

Yes. Legacy controllers that do not have built-in Wi-Fi can be added manually to your park, allowing you to track equipment and maintenance information.

A future FireProCare release will also expand support for manually adding additional pump room equipment and legacy devices.

Sharing & Data

How long is a shared link valid?

Shared links expire after approximately **72 hours**.

Once expired:

- The recipient can no longer access the link.
- A new link must be generated and shared.

Recipients should open the link before it expires to successfully add the controller to their account.

Can customers download shared information?

Yes. Customers with a FireProCare account and access to the controller can:

- Download event logs
- View controller history
- Access maintenance information

How can we export or download event history, logs, and maintenance information?

The event log can still be downloaded as a text file and saved to your device by clicking the "Download" Button. FireProCare also includes a **Log Visualizer** that transforms controller event logs into an easy-to-read graphical format.

Users can:

- View event history
- Filter information by date and time
- Select specific data points
- Analyze controller activity more efficiently

Preventive Maintenance

Does the pressure transducer replacement include the solenoid valve?

No. The pressure transducer and solenoid valve are separate replacement items.

Although both are included in the preventive maintenance program, they have different replacement intervals because:

- The pressure transducer operates continuously.
- The solenoid valve only operates when activated.

They must be purchased separately.

Will the "Maintenance Recommended" alarm eventually become a required supervisory signal?

Not at this time. However, it has been identified as an excellent suggestion and may be considered for future development.

Is the NFPA 20 Committee considering adding a maintenance verification question to annual testing?

There is currently no confirmation that this is under consideration.

However, the recommendation was acknowledged as a valuable idea that could help improve preventive maintenance compliance and promote better documentation.

Controller Information

Can the startup date be changed if it was entered incorrectly?

No. The startup date is stored within the controller during commissioning and cannot be changed through the app.

If the startup date is incorrect, contact the controller manufacturer for assistance, as an incorrect date will affect preventive maintenance schedules.

Can a replacement controller be linked to the maintenance history of the old controller?

Not at this time. Historical data cannot currently be transferred to a replacement controller. However, the original controller's records remain available in FireProCare for future reference.

With the upcoming **Pump Room** feature, customers will be able to associate multiple controllers, including historical controllers, with the same pump room.

If a controller fails or is destroyed, will FireProCare retain the event logs?

FireProCare stores the **most recent event log uploaded to the cloud** during the last successful connection.

If the controller is completely destroyed before another upload occurs, any newer event data will not be available.

If the controller's user interface remains functional, it may still be possible to retrieve the latest event logs. In some cases, the controller may need to be returned to the factory for evaluation.

Future **FireProCare+** functionality is being developed to provide continuous connectivity, allowing the latest event logs to be downloaded remotely.

Connectivity & Security

How can we connect to a controller in locations where internet access is unavailable?

Sign in to the FireProCare app **before entering the pump room**, while your mobile device has cellular service or internet access.

Once signed in:

- You can remain signed in for up to **30 days**.
- The app connects directly to the controller using its localized Wi-Fi signal.
- You must be standing near the controller to establish the connection.
- Data is collected locally and automatically synchronizes with the cloud once internet access is restored.

What if the customer prohibits Wi-Fi on the controller?

FireProCare requires the controller's Wi-Fi functionality to operate.

If Wi-Fi has been disabled due to customer security requirements, FireProCare cannot communicate with the controller.

Some customers choose to enable Wi-Fi after understanding the benefits, but if Wi-Fi is prohibited, FireProCare cannot be used.

What cybersecurity measures are in place?

The controller's Wi-Fi functions similarly to a Bluetooth connection by creating a secure **one-to-one connection** between the mobile device and the controller.

Key security features include:

- The user must be physically near the controller to connect.
- The connection is isolated from the customer's internal network.
- No continuous internet connection is required.
- FireProCare uses **two-factor authentication (2FA)** to protect user accounts.

How does FireProCare address wireless security requirements?

FireProCare complies with all applicable radio frequency and wireless communication standards.

As industry standards evolve, the system is updated accordingly to remain compliant.

Jockey Pump Controllers

Are Jockey Pump Controllers supported in FireProCare?

Not currently. Future versions that include Pump Room functionality will allow users to manually add Jockey Pump Controllers.

Longer term, planned controller updates are expected to allow:

- Automatic data collection
- Event logs
- Maintenance information
- Integration with the main fire pump controller

Additional note:

Jockey pump controllers require regular preventive maintenance because they operate continuously and are the workhorse of the pump room. Recommended maintenance includes replacing the pressure transducer every **2 years** and replacing the complete controller every **5 years**, as this is typically more cost-effective than replacing individual components. If the jockey pump runs excessively, it may indicate an issue elsewhere in the fire protection system that should be investigated.

Testing & Remote Access

Can FireProCare remotely control or operate the fire pump?

No. FireProCare is designed for maintenance management, data collection, and diagnostics. It displays information based on the most recent event log uploaded from the controller but **cannot remotely start, stop, or operate the fire pump**.

Future enhancements through **FireProCare+** are expected to include remote log downloads and additional features permitted by NFPA requirements.

Can FireProCare perform remote testing of a fire pump controller?

No. FireProCare is designed for maintenance management, data collection, and diagnostics.

Remote testing is not currently supported. Future development will depend on customer demand and evolving industry standards.