

DNA BANK BEST PRACTICE MANUALS

FREEZER ALARM ROUTINES

PREAMBLE

Most of the freezers, and cold and freezer rooms, in floors K1 and K2 of the Zoological Museum (ZM; TØ05) at NHM, and in the adjacent “garage” building (TØ09), are connected to the central alarm system at UiO. The current Best Practice Manual describes:

- General routines for the freezer alarm system at NHM
- Routines for handling of real alarms
- Special routines during holidays etc.
- Contact info for local contact persons

Updated information about conneted units, contact persons etc. can be found here:

- In the Teams channel *NHM Alle* -> *Ferielister*:
<https://tinyurl.com/3u9mc9b5> (see file with vacation lists etc. for the SKF section)
- In the *Fryseralarmer ZM* wiki page:
https://wiki.uio.no/nhm/skf/best-practices/index.php/Fryseralarmer_ZM

GENERAL ROUTINES FOR THE FREEZER ALARM SYSTEM AT NHM

All ultra freezers (-80°C), most regular freezers (-20°C) in floors K1, K2 and room 103 (“garage”), and the cold and freezer rooms in floor K2 of the ZM (see [wiki](#) for complete list), are connected to the central alarm system (Niagara-NX) at UiO. In the case of an alarm, this will be responded upon by the UiO Security Operation Center (SECURITY) and the Person in charge (PIC) (see [Teams](#)) will be contacted:

- During normal working hours, SECURITY will contact the Estate Department (EA) locally at the ZM and they will then try to locate the PIC or other contacts listed
 - Outside normal working hours SECURITY will contact the PIC or other contacts listed directly
- SMS messages will also be sent out by the alarm system to the persons listed as receivers of such messages (see [wiki](#)).

ACCESS TO THE NIAGARA-NX SYSTEM

In addition to personnel at SECURITY and local representatives of EA, the following local personnel have access to monitor and respond to alarms in the Niagara-NX system (see [wiki](#) for contact details):

- Lars Erik Johannessen – Head of freezer alarms; DNA Bank collection manager
- Jarl Andreas Anmarkrud – Head of DNA Lab

WHEN AN ALARM IS TRIGGERED

Once an alarm is triggered, it will appear in the Niagara-NX system, SMS messages will be sent out, and SECURITY will respond to the alarm as described above. **The alerted local personnel should then inspect the unit in question to determine whether the alarm is real or false** (i.e. because someone have kept the lid open too long or similar);

- If the alarm is real, the procedure outlined below should be followed
- If the alarm is false, the local personnel should see to that the alarm gets acknowledged in the Niagara-NX system (by contacting someone with access to the system)

SMS WARNINGS

When an alarm is set off, SMS messages will automatically be sent out to the persons registered in the Niagara-NX system as receivers of SMS warnings for the unit in question (see [wiki](#)). Also, when the alarm is acknowledged (i.e. cleared out) in the Niagara-NX system, a new message will be sent.

The messages contain only the technical ID of the unit and a short message. Alarms for the Bank01 freezer will thus look like this:

Alarm set off: +TO05=359.01-GF801 Alarm Fryser

Alarm acknowledged: +TO05=359.01-GF801 ->Normal

It is important that receivers of SMS warnings at any time are able to translate the technical codes into meaningful unit names to enable proper responses to be made. These are available at the [wiki](#).

ROUTINES FOR HANDLING OF REAL ALARMS

If an alarm is found to be real, i.e. the temperature is above the set maximum temperature (see [wiki](#)), the following procedure should be followed:

1. Establish what the normal temperature of the failed freezer should be (-20°C or -80°C; see info sign at the lid/door or control box of the unit or [wiki](#)) and locate other units at the same temperature with vacant space, to which the content of the failed unit can be moved. Head of freezer alarms can provide advice on this issue.
2. Move all content of the failed unit to the vacant space located. If possible, try to transfer any racks and other units intact as they are to the new freezer, to avoid creating unnecessary chaos.
3. **If the failed unit is a -80°C freezer and it contains any material of Priority 1 (labelled with red tape on top of the rack), this material should be prioritized and moved as quickly as possible to another -80°C unit!** If necessary, other non-prioritized material may have to be moved from another -80°C unit to give space for the Priority 1 material.
4. For material from -20°C units, and for material from -80°C units other than Priority 1, the freezer room (ZM0004, -20°C), the quarantine freezer room a Økern or quarantine freezers at the Botanical museum may also be alternative locations. If any of these are used, make sure that the material is kept together as far as possible and clearly labelled!
5. If the PIC for the failed unit has not taken part in the above procedure, he/she should be informed about what actions have been taken, including where the content has been moved to.