



# **Fire Alarm Rules & Regulations**

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## **Section A**

### **Fire Alarm Systems**

#### **Administrative rules**

**All fire alarm systems installed and any modifications to fire alarm systems in the City of Manchester shall have a permit issued by Manchester Fire Department Communications Division** and an electrical permit (if required) from the Manchester Building Department before work may begin. All submissions shall include the proper fees, a floor plan showing all alarm devices, a legend detailing all symbols used in the plans, panel and annunciator locations, a one line wiring diagram, a list of alarm points, battery calculations, annunciator detail showing zone labeling, point of municipal connection. The Fire Department will not issue a permit until all of the necessary documentation is supplied, reviewed and approved. Work on fire alarm systems must begin within 90 days of receipt of application and substantial completion of the system within 180 days or permit for work may be revoked.

The installer shall furnish to the Fire Department an NFPA certificate or other approved document certifying that the system has been 100% tested and functions in complete compliance with the system specifications and manufacturers recommendations, including transmission of alarm to Fire Department or approved central station. The fire alarm systems manufacturers' representative or other qualified personnel shall complete this test. Upon receipt of certification, the Fire Department will schedule an inspection during which the installer shall perform the actual test. The installer shall provide the necessary tools and personnel to perform such tests. The owner or his representative shall be present during these tests.

Additions, modifications and deletions to existing systems shall require a new application and submittal.

The Manchester Fire Department assumes no responsibility for the proper operation of any fire alarm system. Fire Department Personnel may attempt to silence and/or reset the system but are under no obligation to do so.

#### **Design and Layout**

All fire alarm equipment used shall be of a type approved by the Fire Department Chief or his designee. Used or rebuilt equipment shall not be accepted. All systems shall be installed in accordance with NFPA 1221, 13, 70, 72, 90A, 92A, 92B, 101, International Fire Code, International Building Code, and NEC 760 unless otherwise specified in these rules and regulations.

All pull boxes, junction boxes and associated covers used for the installation of the Fire Alarm system shall be painted red.

All exposed fire alarm cable shall be in metal raceway, conduit, or mc type cable with red trace. There shall be no exposed fire alarm cable.

Fire alarm cable shall not be installed within 12 inches of roof deck.

End of line resistors in Class B circuits must be installed electrically last beyond any detection devices in the alarm circuit. The location of this end of line device shall be prominently and permanently labeled.

Pull stations shall be wired electrically first in Class B initiation circuits

All dwelling units shall have notification appliances installed in the units in accordance with NFPA 72.

All exterior exit ways and each exit from every level shall be fitted with a manual pull station. These devices shall be immediately adjacent and in the path of travel to, a means of egress. Pull stations shall be located within four feet (4') of the exit way.

Detection devices located in concealed areas shall have remote indicators that illuminate when that device is in alarm if not properly identified by Fire Alarm Control Panel. Remote indicators shall be located and permanently labeled in a manner acceptable to the Fire Chief or his designee.

A system smoke detector and Two Hundred Twelve Degree Fahrenheit (212°F) sprinkler heads (if sprinkled) shall be installed in all main electrical rooms and elevator equipment rooms.

Notification appliances and/or initiation devices added to a fire alarm system shall be compatible with existing devices and panel and shall provide the same audible sound as existing audible devices.

Fire Alarm zones shall cover a maximum of Ten thousand (10,000) sq. ft.

All sprinkler zones shall annunciate separately; the main sprinkler zone shall also annunciate separately.

All structures having multiple-tenant access shall be zoned by tenant space. (e.g., strip malls shall be zoned by address of each store) Individual spaces shall be identified by a method acceptable to the Fire Chief or his designee.

All Mercantile Class A, all educational occupancies, structures housing 24 or more living units and all structures mandated by NFPA 101 shall require a voice fire alarm system with an approved recorded message and a supervised microphone to use as a public address system. Location of the remote microphone shall be approved by the fire department

When a voice system is required and the FACP is not located at the main entrance of the building; a supervised, remote microphone (in an approved cabinet) shall be installed in a location approved by the Fire Department.

### **Fire Alarm Control Panels and equipment**

All Fire Alarm Control Panels (FACP)'s shall be stand-alone systems. No other building control or security functions shall be allowed in the panel (e.g. security systems, temperature control, public address systems).

All systems shall be supervised DC (Direct Current), battery stand-by Fire Alarm Systems. No modification shall be made to fire alarm panels unless Underwriters Laboratories (UL) expressly approves such changes. A separate AC (Alternating Current) circuit disconnect shall be provided for the Fire Alarm system with a breaker lock.

The batteries used with the fire alarm control panel shall be capable of operating the panel for sixty (60) hours with a ten (10) minute ring down at the end of a sixty (60) hour period. The calculations used to determine battery capacity shall be presented to the Fire Department with the application for Fire Alarm. All stand-by batteries and charging systems shall be supervised.

All Fire Alarm Control Panels, radio box interface panels (that house zone disconnects switches) and firefighter telephones shall be equipped with CAT-30 key locks.

Manual pull stations shall be dual-action with a Cat-30 key lock reset feature.

All Fire Alarm Control Panels (FACP)'s shall be identified properly.

If the FACP is located in a separate or concealed space, signs shall be provided on all doors leading to this room or concealed space. Such signs shall be RED with WHITE lettering at least one (1") inch in height and shall read "Fire Alarm System".

Emergency contact information shall be located inside the FACP. It shall be the responsibility of the property owner or representative to maintain this information

Fire Alarm Control Panels shall not be located within any dwelling unit .The location of these panels shall be approved by the Fire Department Chief or his designee.

The FACP shall be mounted to allow the display height to be between sixty to seventy two inches (60"-72").

If the FACP is not clearly visible from the outside of the main entrance of the building, an approved Annunciator shall be installed.

Upon activation of any alarm device the control panel shall:

- a. notify the fire department
- b. sound the appropriate evacuation signals
- c. flash the evacuation strobes
- d. indicate first device of activation
- e. return the elevators to the designated level or if smoke is present, to a predetermined alternate floor
- f. close all fire doors connected to the fire alarm system
- g. release locks on doors as required by the Manchester Fire Department
- h. shunt power to audio appliances not associated with the alarm system

All Fire Alarm Control Panels (FACP)'s shall have a drill switch to permit fire drills without summoning the Fire Department. Drill switches shall be clearly labeled "Fire Drill". This drill switch shall sound the alarm signal and activate the strobes.

City disconnect switches are not allowed on any Fire Alarm Control Panels (FACP)'s

All addressable systems using alphanumeric displays shall be, at minimum, eighty (80) characters Liquid Crystal Display (LCD) with at least forty (40) characters of usable text. Systems that display only a code or number for an alarm or trouble shall not be accepted.

All Fire Alarm Control Panels (FACP)'s that have "touch screen displays or functions", shall display signal silence and system reset functions along with alarm point upon alarm activation.

Alarm signals shall have a re-sound provision. This provision shall insure that when a system is "silenced" any subsequent alarms from any other zone shall re-sound the evacuation signals and transmit alarm signal to the fire department. The Master Box shall be able to be reset when the alarm system is silenced.

The visual indicators of the evacuation signals in all systems shall remain illuminated after the alarm silence or alarm acknowledge switch is operated until the system is completely reset.

A red external strobe shall illuminate with any alarm activation.

A green external strobe shall illuminate with any sprinkler flow or pressure alarm activation

External strobes shall be listed for such use and installed in a location approved by the Fire Department.

A disable function for the visual indicators may be permitted on addressable systems. This function will allow them to reactivate upon subsequent alarms.

### **Remote Annunciator**

A remote annunciator shall be located at the main entrance of the building strategically mounted to allow unimpaired access and viewing from outside the building at all times. The color of the housing of this annunciator shall be predominantly RED.

External LCD type annunciators shall be installed in a heated cabinet, with the heating element being supervised. The cabinet shall be locked with a cat-30 lock. The annunciator shall be visible from outside the locked cabinet.

LCD type annunciators located inside the building are not required to be in locked cabinet if the user functions (silence/reset) are controlled by a Cat-30 key.

Tabular annunciators shall be backlit with incandescent lighting. All zone labeling shall be in plain English and indicate the location of the alarm. Zone numbers will not be allowed on the annunciator. These annunciators shall be equipped with a supervised alarm silence and system reset switch. Remote silence and reset switches shall be of the momentary operation type and be equipped with a #A135 key switch. All key switches shall be equipped with spring loaded, weather resistant key switch covers.

Remote tabular annunciators shall be equipped with a visual and audible system trouble device. The audible signal transmitted at the annunciator shall be of sufficient volume to be heard at twenty feet (20'). The trouble silence control shall be located at the Fire Alarm Control Panel only.

The location of the annunciator shall be approved by the Fire Department.

### **Graphic annunciator**

Graphic annunciators shall be required on all buildings greater than 20,000 sq. ft., or of unusual design, and on all multi-tenant systems. All graphic annunciators shall be approved by the Fire Chief or his designee prior to manufacture.

The building graphic shall show the building in phase with the viewer and shall indicate to the viewer in BLACK letters, "YOU ARE HERE".

Building outlines shall be shown in "triple thickness" BLACK. Within the building rooms, corridors, etc. shall be shown in "double thickness", and lines of lesser significance shall be denoted in "single thickness". Extraneous building details shall be eliminated to create a clear and concise plan of the building layout depicting only relevant details.

Graphics having significant detail should have stairways highlighted or shaded in BLUE and elevators in YELLOW to bring attention to these areas. All main corridors and points of egress shall also be clearly indicated.

All Fire Department and Fire Alarm control devices and locations shall be shown in RED symbols and identification.

All zone boundaries shall be detailed using a RED dashed line when applicable.

All permanent hazardous materials locations shall be detailed in RED.

### **Elevators**

All elevators shall be connected to the fire alarm system. Smoke detectors shall be installed in every elevator lobby at each level and in the elevator equipment room. All smoke detection devices shall be connected to the appropriate zone of the building fire alarm system. The elevator recall protocol shall be as follows:

- In the event of an alarm in the building, the elevator will proceed to the ground floor or designated level of the building.
- If the alarm is transmitted from a smoke detector in the elevator lobby of the ground floor or designated level, the elevator will proceed and stop at an alternate floor. In the event all lobby smoke detectors are activated, the elevator shall be programmed to open at an alternate floor.

**Elevator recall systems shall reset automatically with the resetting of the fire alarm control panel.**

All elevator emergency telephones shall be connected to a twenty-four (24) hour monitoring service



## **Section B**

### **High Rise Buildings**

A high rise building shall be defined as: A building having seven (7) or more stories above ground or more than 75 ft. (23 m) in height. Building height shall be measured from the lowest level of Fire Department vehicle access to the floor of the highest occupiable story.

All new buildings and existing buildings undergoing modification shall meet all of the requirements put forth in the Manchester Fire Department Fire Protection Systems rules and regulations.

### **System operation**

The operation of any high rise fire alarm system smoke/heat detector, sprinkler device, manual fire alarm station, or other alarm initiating device shall automatically:

- a. Notify the Fire Department
- b. Capture all elevators and return them to a designated level
- c. Sound an alert signal to all required locations
- d. Activate the recorded message to those areas where the evacuation signal is required to be sounded
- e. Activate the evacuation signal on the floor of the incident, the floor above the incident and the floor below the incident
- f. Release all locks on all doors to all stairwells

The required locations for alarm notification shall be all building areas and spaces where short or long term occupancies are expected including but not limited to the following to:

- Elevators
- Elevator lobbies
- Corridors
- Function rooms
- Tenant and non-tenant spaces
- Residential units
- Hotel guest rooms and suites
- Mechanical spaces
- Garage spaces

### **Wiring**

All high rise structures shall have two (2) evacuation signaling circuits per floor. One circuit shall be core audio/visual devices; the second circuit shall be tenant audio/visual devices.

All system risers shall be separated by fifty (50) feet or by a two (2) hour rated wall.

## **Evacuation Signal**

The evacuation signal shall be a standard “code 3 temporal” signal unless otherwise required by code or AHJ.

## **Alert Signal**

The alert (pre-signal) shall be a “code 3 temporal” followed by a pre-recorded message unless otherwise required by code or AHJ.

## **Recorded Message**

The alarm and communications systems shall provide a message to all required areas. The message shall contain the following information:

- An attention notification message.
- An emergency evacuation message for the occupants of the involved areas.
- Instructions for egress.
- Instructions for occupants outside the alarm area.
- All recorded messages are subject to review and acceptance of the Fire Chief or his designee.
- All recorded messages shall be site specific. The recorded message shall be repeated every ninety (90) seconds until the system is reset by the Fire Department.

## **Smoke Control Systems**

All plans for smoke control systems shall be submitted to the Fire Department for review and approval. All smoke control systems shall be required to meet the specifications put forth in NFPA 92.

A complete functional test of the smoke control system shall be completed prior to issuance of a certificate of occupancy. All performance tests shall be developed by a professional engineer and be judged acceptable by the Fire Chief or his designee. Performance testing shall be conducted by the contractor installing the system and witnessed by the Fire Chief or his designee.

## **Air Handling and Smoke Exhaust**

All plans for air handling and smoke exhaust systems shall be submitted to the Fire Prevention Bureau for review and approval. All smoke control systems shall be required to meet the specifications put forth in NFPA 92.

## **Fire Control Center**

The fire control center shall contain the alarm and communication systems so that emergency voice messages may be broadcast to a selected zone or zones or to the entire building.

The Firefighter's telephones shall be grouped into risers common to the stairwell in which they are located. Each telephone riser shall have its own individual power supply and switching equipment so that failure or damage to a single riser will not disable the other risers. The Firefighter telephone cabinet shall be separate from the Fire Alarm Control Panel (FACP). There shall be a minimum distance of four (4) feet between the Telephone cabinet and the FACP

In addition to the telephone system the Fire Chief may require the installation of a radio antenna system for Fire Department use.

A fire control center for Fire Department operations shall be provided in a location approved by the Fire Chief or his designee. The Fire Control Center shall be a minimum of 8' x 12' in dimension and contain the following devices:

- A Fire alarm system annunciation panel
- Voice communications controls
- Status indicators for all elevators
- Fire Department Communications system panel
- Graphic indicators and controls for air handling systems
- Sprinkler valve status and waterflow detector annunciating panels
- Complete supervision of fire pump controls and fire pump status
- A telephone on the public switched telephone network dedicated for Fire Department use
- A complete set of building "as built" prints shall be located in the Fire Control Room
- Emergency power, light and emergency system control and status indicators
- Emergency lighting connected to the back-up generator
- Emergency battery powered lighting sufficient to provide at least eight (8) hours of lighting

## Section C

### **Sprinkler and standpipe systems**

**All sprinkler systems installed in the City of Manchester shall have an installation permit from the Fire Prevention Bureau.**

All sprinkler systems installed in the City of Manchester must be installed to meet the criteria set forth by NFPA 13, 13D and 13R respectively.

All buildings with a sprinkler or standpipe system must have an approved, manual evacuation fire alarm system connected to the Fire Department through an AES radio box, radio master box or to an approved central station.

Fire Alarm Permit and Inspection shall be required for all of the following:

- All new installations without exception
- Any work or modification to an existing sprinkler system which include water flow or supervisory switches.
- Any installation of clean agent systems, UL 200 and UL 300 systems

### **System Requirements**

A post or wall indicating valve with tamper switch shall be provided on all installations. The wall valve shall be mounted between thirty six to sixty inches (36"-60") from ground level unless otherwise approved by the Fire Department.

All sprinkler risers and standpipe systems shall have a low pressure switch on the system side of the check valve located so that a sixty percent (60%) drop in pressure at any location in the system causes an alarm activation. Low-pressure switches located at the alarm valve may not meet this requirement.

All sprinkler and standpipe systems shall have alarm initiating retarded water flow devices.

All main and zone flow switches shall have a zero to ninety (0-90) second retard device set to approximately forty-five (45) seconds. Zone flow switches shall activate before main flow switch.

All sprinkler and standpipe systems shall have an inspector test valve located at furthest point from riser.

Each floor shall be zoned separately with a valve to control water flow to the individual zone. Each zone shall include an inspector's test valve connected to an appropriately sized orifice discharging to the exterior of the building or an approved drain. No hose connections shall be allowed.

All Fire Department Connections (FDC) shall have Knox Storz locking cap.

All elevator control rooms shall be equipped with a shut off valve with tamper switch located outside of the room.

All fire pumps installed in the City of Manchester shall be installed in accordance with the provisions put forth in the most recent edition of NFPA 20. The operation and status of the building fire pump shall be supervised, on a separate alarm zone for pump running and power failure, including off normal position of the disconnect switch.

### **Supervision of sprinkler systems**

All sprinkler systems shall have a direct connection to the Manchester Fire Department or a Central Station approved by the Manchester Fire Department.

Each floor of a sprinkled building shall be zoned separately.

All water shut-off devices shall have tamper switches installed and wired for supervisory, which does not alarm the Fire Alarm Control Panel (FACP).

The tamper switch for the post or wall indicating valve shall annunciate as a supervisory signal separate from other sprinkler system tamper switches.

### **Testing and Inspection**

The sprinkler system shall be tested by the sprinkler installer and witnessed by the alarm installer prior to scheduling the Fire Department inspection. The results of this test shall be documented on the fire alarm test report and submitted to the Fire Department.

**THE ABOVE IS AN ABBREVIATED VERSION OF THE MANCHESTER FIRE DEPARTMENTS RULES AND REGULATIONS FOR SPRINKLER SYSTEMS. FOR A COMPLETE, COMPREHENSIVE SET OF SPRINKLER SYSTEM RULES AND REGULATIONS, CONTACT THE FIRE PREVENTION BUREAU.**

## **Section D**

### **Direct connection to the Manchester Fire Department**

#### **Wired Boxes**

As of January 1, 2021, the Manchester Fire Department will no longer support the Wire Master Box. The Fire Department is offering the option of using the AES-Intellinet mesh radio technology to transmit the alarm signal from the protected property directly to the Fire Department. The AES radio box operates on a radio network owned and maintained by the Manchester Fire Department. Radio master boxes and approved central stations may also be used to monitor fire alarm signals from the protected property.

#### **AES Fire Box**

The Radio box subscriber unit shall be manufactured by AES IntelliNet Corporation. AES model 7788F and 7707 are approved for monitoring fire alarm systems and will be operating on a radio network owned and maintained by the *city of* Manchester Fire Department. This AES subscriber unit shall be delivered to the Manchester Fire Department for programming and testing prior to installation.

The AES shall be supplied and installed only by qualified technicians approved by the Manchester Fire Department.

The AES unit will be delivered to the fire department by the installer only after a completed fire alarm application has been received. The contractor shall also submit a property representatives name, email address and phone number that will be entered into our AES receiving system. This information will be used for notification of system trouble and supervisory signals generated by the Fire Alarm Control Panel.

Fire department personnel will determine the location of the AES subscriber unit, preferably mounted next to the Fire Alarm Control Panel (FACP).

Fire department personnel will discuss with the installer the type of antenna to be used for the AES subscriber unit. Although a whip, "Rubber Duck" antenna is preferred, an external antenna may be required to attain the minimum signal level of NETCON 5. A signal test shall be conducted by fire personnel prior to installation.

External Antenna System: Mount the antenna vertically just above the roof line away from metal structures or sheet metal. Antenna cable shall be run in metallic conduit from the AES box to the weather head on the outside of the building, terminating at the antenna mount location. Ensure that all connections are properly sealed to prevent moisture and condensation build-up. Use supplied wall mount with short piece of conduit to stand antenna off the side of the building. Attach ground plane to the antenna (the four whiskers). Note: The whip antennas do not have whiskers.

The antenna must be grounded properly using the supplied lightning arrestor hardware. Grounding is in accordance with NFPA Codes 70 (Section 810.21) and NFPA 72 if applicable.

An AES model 7740 Local Annunciator shall be used to provide local visual and audio annunciation for all troubles reported by the AES 7788F. This annunciator unit is not required if the subscriber unit's trouble signal can be monitored by the FACP, trouble signal is a "local only" signal and not transmitted back through the subscriber unit.

Only the knock outs provided on the AES enclosure are to be used.

Connections: Provide one shielded pair per zone to be transmitted along with spare pair (Max #18 wire) between the FACP and radio. Zone 1 will be used for fire alarm; Zone 7 shall be used for supervisory and Zone 8 shall be used for troubles. Connect the shield to the Green ground terminal on the subscriber unit.

End of line resistor, which is supplied with the AES box, is to be placed at the fire alarm control panel (FACP). The AES radio box monitors this connection from the fire alarm panel to the AES radio box.

Provide dedicated 110vac and Handy Box Duplex for the plug in transformer in close proximity to the radio. Mount the transformer in the protective/secure enclosure. Power cable from transformer to radio shall be run in conduit.

## **Radio Boxes**

Radio boxes shall be of a type and manufacturer approved by the Fire Chief or his designee.

Radio master boxes shall be mounted next to the Fire Alarm Control Panel (FACP) or location approved by the Fire Department. If a Radio Master is monitoring more than one building, the location of the radio box along with the box number shall be permanently mounted at the FACP it is monitoring.

Radio master boxes shall be delivered to the Manchester Fire Department for test prior to installation.

All radio master boxes shall be permanently labeled with the appropriate box number assigned to them.

## **Central Stations Connections**

Two separate, approved independent means of transmission shall be used from the protected property to a Central Station (i.e. dialer with dedicated line and a radio transmitter).

Only fire alarm signals shall be transmitted to Fire Department.

Central Stations shall not retransmit alarm signals of the monitored system when that system is being maintained or tested unless requested by the Fire Department or it is included in the technician's procedures.

Transmitting equipment shall reset automatically with the resetting of the fire alarm system.

Completed account form must be submitted to the Communications Division at least 72 hrs. prior to the inspection.

When a technician or listed agent requires a system monitored by a central station to be put off line; **the monitoring central station and the fire department** shall be notified in advance.

## **Central Station Requirements**

Fire alarm systems required to be connected to the fire department may be monitored by a Central Station in accordance with NFPA 72.

All Central Stations shall be UL (Underwriters Laboratories) listed for either FC or FM fire alarm services.

All Central Stations shall retransmit "fire alarm" signals to the Manchester Fire Department "BOLD" receiving system.

The Central Station shall supply and maintain a direct line of communication via a "ring down" line between the Central Station Dispatcher and the Fire Department Dispatcher.

All fire alarm transmissions to the Fire Department shall be followed by a backup phone call via the "ring down" line.

Providing a Central Station meets the requirements of the Manchester Fire Department, they may apply for an annual permit to monitor fire alarm systems within the city.

All equipment shall be made available for test and inspection when required by the Manchester Fire Department.

## **Knox Box**

The Manchester Fire Department utilizes a "Knox Box" key depository system. All occupancies with a fire alarm system are required to install a Knox Box on the premises.

**KnoxBox model 3200** is acceptable for single or double occupancy.

**KnoxVault model 4400** is required when there are multiple tenants in one building.

**Knox Document Cabinets** are required in all occupancies storing or using hazardous materials. All keys and code devices placed in Knox Boxes shall be clearly identified and

labeled. Labels indicating the presence of a Knox box on site shall be placed on all exterior doors.

To order a Knox Box, please visit [knoxbox.com](http://knoxbox.com).

(Under the “buy” tab, enter your address to access Manchester NH Fire Department options)

## **SECTION E**

### **Checklist for Fire Department Inspections**

A fully completed “Application for Installation of Fire Alarm” form shall be on file with the Fire Department.

A fully completed “Application for Installation of Sprinkler System” form shall be on file with the Fire Department.

The Fire alarm, sprinkler and standpipe systems shall be 100% completed prior to the time that the inspection is scheduled. Under no circumstances shall work be ongoing at the time of inspection.

The 100% inspection certificates shall be provided to the Fire Department Inspector prior to scheduling the inspection.

A list of alarm points or alarm zones shall be submitted for review prior to scheduling an inspection

A minimum of two (2) persons from the installing Company shall be present to perform the equipment tests. At least one of the persons shall have been directly involved with the installation and familiar with the system.

Moveable ceiling panels shall be opened to allow visual inspection of the fire alarm wiring and sprinkler piping during the inspection.

If the building is occupied at the time of inspection, all occupants shall be notified of the inspection PRIOR to the arrival of the Fire Department.



## **SECTION F**

### **Fire Department contact information**

#### **Question and approvals on:**

Fire Alarm applications, plans review, inspections and monitoring, Knox Boxes, Knox standpipe Locking Hydrant Caps:

Fire Communications Superintendent  
Manchester Fire Department  
2033 So. Willow St.  
Manchester, NH 03103  
(603) 792-3830  
(603) 622-2222 fax

#### **Question and approvals on:**

Occupancy requirements, Life Safety Requirements, Sprinkler and Standpipe Systems, HVAC and Smoke Control Systems, Certificate of Occupancies.

Fire Prevention Chief  
Manchester Fire Department  
100 Merrimack St.  
Manchester, NH 03101  
(603) 792-3860  
(603) 669-7707 fax