

FAQs

SYSTEM FUNCTIONALITY

- **What is the maximum operating pressure?**
 - The maximum system operating pressure is determined by the equipment on the truck and not limited by the SAM system. Since the maximum operating pressure for the Akron valves is 250psi, that is your system limitation. You can set each discharge at a different maximum pressure lower than 250psi though.
- **How many discharges can I control from SAM?**
 - SAM can control up to 12 discharges and have 6 active at the same time on the control center. While we hope you don't get into the situation where you need more than 6 discharges running at the same time from one apparatus, the system has the same capability as your fire truck does today to run as many lines as you want. If you need more than 6 active lines, you can switch to manual mode and open as many lines as you want. The system won't manage each line to a set pressure anymore, but you'll still have your traditional PSI mode to manage the master discharge pressure.
- **How many intakes can I operate from the control center?**
 - Up to 4 intakes can be controlled from the control center.
- **Will the system alert me if there is a problem?**
 - The system comes standard with a speaker to alert the operator and others on the fireground when critical events are happening with the waterflow or truck. It includes beeps to get the operators attention followed by spoken details of what is happening so the operator can react right away.
- **Will the system automatically close my discharge valves or accidentally cut water off?**
 - Nope. Never. SAM will not close valves or cut water off to the crew unless the operator tells him to close the valve. The system alerts the operator if there are any problems and if there is a problem with a valve, wiring or connection the valve will simply stay right where it is until the operator troubleshoots the problem or closes it manually.

- **Do I need to set my pressure governor at a certain pressure or RPM?**

- Nope. SAM takes care of all of that for you. The only thing you need to do is set the pressure for any discharges you want to open or select the intake to open on the control center. SAM will manage engine speed in the background to maintain discharge pressures and manage intake transition.

- **What parameters can I configure on the system for my department?**

The system is customizable and configurable to your department. The configurable parameters are:

- Valve names and colors
- Individual presets can be set for every discharge. Each preset can be a different value based on your department's guidelines. This way you can make sure every pre-connect gets set to the proper pressure on every fire.
- Quickset pressures for each discharge can be set to the home screen. You pick up to four of your most frequently used discharges and then put them on the home screen. That will move that discharges preset to the home screen for super easy access.
- Max operating pressure for each discharge
- Percentage for Low tank warning level (when does the system alert the operator the tank is low)

- **Can I draft with the system?**

- Yes. SAM makes drafting easy. The system will automatically pre-prime up to your intake valve and then open the valve once priming is complete. After the source is established, SAM will close the tank-to-pump valve.

- **What functionality do I have on the tablet?**

- The tablet is essentially a duplicate of the Control Center. The operator can control their intakes, discharges and tank from the tablet. They will also see any warnings or errors. Manual mode is not available from the tablet though. If manual mode is needed the operator will need to go back to the truck. If you need to pump from multiple locations, you can also add up to two (2) additional truck mounted control centers.

- **Why do I have a pump controller too?**

- The pump controller plays an important role in the system. It is there to provide traditional pressure governor functions, pump health info, tank valve controls, optional video input and engine data. Most of the time it is just a reference next to the control center and the operator does not need to interact with it. In manual mode, it provides traditional pressure governor control.

- **Can SAM control foam or CAFS?**

- Yes. From the Discharge Control screen on the Control Center you can turn on or off Foam or CAFs if Class 1 SmartFOAM or SmartCAFS is installed.



TRUSTING SAM AND REDUNDANCIES

- **What happens if the control screen fails?**
 - There are multiple layers of redundancy. Within the SAM system. If the screen itself fails then you can operate from a second SAM screen, the tablet or optional navigator controllers on the panel. If all else fails, every valve has a manual override on it that can be used to open and close the valves. The engine speed can still be controlled from either the pump controller or the Twister.
- **What are my backups?**
 - There are several options for backups to the system today. Check out more details in the Trusting SAM section here.
- **What temperature will the system work in?**
 - The system is designed, tested and proven to work from -40°F to 130°F

SPECIFYING SAM

- **How much does it cost?**
 - Pricing has not been released yet and will depend on your OEM. If you're interested in learning more I'd be happy to get you in touch with our product experts that can get you some more details.
- **What other hardware do I need?**
 - SAM requires Akron electric valves, Hale pumps and Class 1 tank level gauges and is provided as a complete integrated system.
- **What if I want other valves, pumps or electronics?**
 - It's not available with other manufacturers equipment. To provide a reliable, tested and proven system it is only available as a complete package from IDEX Fire & Safety.
- **Can I buy it now?**
 - Yes. SAM is available to specify now and we're excited you're ready to transform your pump operations.

TECHNICAL

- **What voltage does the system operate on?**
 - The system is a 12V system and designed to be used with 12V DC power supplied to it.
- **How does the system communicate with all of the components?**
 - SAM's backbone is the standard J1939 CAN bus communication protocol that has been around for decades and is reliable and proven. The system communicates the same way the engine and transmission and pump pressure governor communicate on the chassis.



WIRELESS TABLET

- **What is the range of the tablet?**
 - The tablet is designed to allow freedom of movement around the truck and allow the operator to be positioned where they can be most effective. It is not intended to be a long distance control device and each department should establish appropriate operating procedures for your department. Reliable operation has been tested and proven from normal pump operator positions on the fireground.
- **How does it communicate with the truck?**
 - It communicates on a closed wifi network that is dedicated to only the tablet and not able to be used for anything else.
- **So you're telling me there is a router on the truck? Is it like the one in my living room?**
 - The wireless tablet uses secure wireless technology. It's not like the router in your home or work. It only communicates with the tablet and nothing else and is a dedicated link back to the truck. You can't log into it with your phone or laptop.

OTHER

- **Can I have a mix of manual valves and electric on my truck with the SAM system?**
 - Nope. The SAM system is only available with all electric valves. A mixed system is not available.
- **Can I retrofit the system to an existing truck?**
 - Unfortunately, No. The system is not retrofittable at this time.
- **How do I perform my annual pump test?**
 - SAM has a manual mode that allows the operator to control the valves directly and includes the standard pressure governor functions so pump testing can be done exactly as it has been in the past.
- **Do I need to have multiplexing on my truck?**
 - Although we recommend it, multiplexing is not required for SAM.
- **Can I operate SAM from any of my multiplexing trucks?**
 - Unfortunately you can't. SAM is a closed network that includes only the parts required to control your water flow on the truck – intakes, discharges, tank and pump. It cannot be connected to other multiplexing screens.
- **Is this system compatible with Captium?**
 - The system is on a J1939 bus so Captium will be able to capture SAM parameters and display on the Captium dashboard once integration is complete with the Captium system.



- **If I have multiple control centers on the truck, which one is the master?**
 - Each control center and tablet are equal inputs to the system. When an operator sends an input to the system it is reflected on all available control centers and tablets.
- **Can I lock out the control centers on the truck when I am using the tablet?**
 - There is no option to lock out the control center during tablet use. If an operator is making changes to the system at the tablet it will be seen at the other control centers on the truck.
- **Can I use this with the QTwo pump for higher pressures?**
 - We are not supporting two stage pumps at this time but we are looking at it. SAM is available on Qmax and Qmax-XS pumps.

