Go

The powerful, flexible, single-loop fire panel

Frequently asked questions

How should I calculate how many addresses I need and which Go panel variant to order?

A loop calculation should always be carried out first using the relevant manufacturer's calculation tool. This can be obtained from their website. You can then apply this to the Advanced battery calculation tool which is available from the Advanced360 section of the Advanced website. You can log in using the link below. If you do not already have an Advanced360 account, this is quick to set up and free of charge. **uk.advancedco.com/advanced-360-portal**

Can I increase the number of addresses available on a Go panel i.e., convert it to a Go+?

It is not possible to convert a Go to a Go+, so please select your panel according to the site needs.

How will I know the difference between a Go and a Go+ panel?

The panels each carry the relevant logo on the centre of the fascia. In addition, the panel packaging will be marked with a label stating the relevant part number. Please check this carefully against your order before installation and contact us on **0345 894 7000** or **sales@advancedco.com** if you have any questions.

Which protocols does Go support?

Go supports Apollo XP95 & Discovery, Hochiki ESP and Argus Vega, giving you the freedom to choose the right solution for your site.

Can I use Go with wireless devices?

The Go panel is a multiprotocol solution and various wireless devices are available. We recommend you contact the device manufacturers directly for further information.

Can I get training on using Go?

Go has been designed to be highly intuitive and its operation will be familiar to anyone already trained in the use of Advanced fire control equipment. However, if you are new to our products or require refresher training, we offer a short Go module, which you can book by contacting our technical support team on **0345 894 7000 option 1**.

How can I access technical support for Go?

To contact our technical support team you can:

- Call technical support on **0345 894 7000 option 1**
- Email **tech@advancedco.com**
- Raise a support ticket through the Advanced360 portal. If you do not already have an Advanced360 account you can open one here: **uk.advancedco.com/advanced-360-portal**

Can I retrofit Go to replace an existing panel by a different manufacturer?

Yes, please refer to the Go installation guidance for further information. However, care must be taken over the total number of devices, and the relevant loop and battery calculations should be performed before replacing the panel.

Can I retrofit Go to replace an existing Advanced panel?

Yes, you can replace an existing Advanced panel on a non-networkable system. You'll find further information in the Go installation guidance.

Is the full range of false alarm management features from the MxPro 5 panel available on Go?

Yes, minimising false alarms is our main priority and Go gives you access to the power and flexibility of our AlarmCalm false alarm management and reduction software. This includes versatile cause and effect, customised management for any site, full event log, multiple verification inputs and outputs and failsafe operation. You'll find further information in the Go brochure and on our website at **alarmcalm.advancedco.com**.

Is the ServiceTool from the MxPro 5 panel available on Go?

Yes Go provides full access to all the features and benefits of the ServiceTool including the ability to download service reports, inspect device history, keep track of service schedules and demonstrate proof of servicing. You'll find further information in the Go brochure.

Is Go replacing the MxPro 4 range?

The MxPro 4 range remains available. However, Go provides additional functionality over standard non-networked, single-loop panels, such as reduced installation time and faster operation.

Where can I buy a Go panel?

Go is available through the usual routes i.e. directly from Advanced for direct customers and via our full range of distributors for non-direct customers. It is currently available in the UK only. International availability will follow – we will keep you informed. You can register your interest by contacting your sales representative.

I am a direct Advanced customer; how long will my Go panel take to come from the point of ordering?

The exact date of dispatch and anticipated delivery will be confirmed upon order placement. To discuss your timescales and requirements, please contact us on **0345 894 7000** or via **salessupport@advancedco.com**

I am not a direct Advanced customer; where can I order a Go panel?

You can order Go from your usual distributor – or to find out where your local supplier is based, please contact us on **0345 894 7000** or via **salessupport@advancedco.com**

How much does Go cost?

For pricing details, please contact your sales representative, ask your local distributor or contact us on **0345 894 7000** or by emailing **salessupport@advancedco.com**

Where can I find further information on Go?

If you require any additional information or support, please contact your sales representative directly.
Alternatively, you can:

- Call **0345 894 7000**
- Email **salessupport@advancedco.com**

You can also visit our website: **www.advancedco.com** where you will find a host of information about our full range of products and services.