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Reflex

CASE STUDY



The Alnwick Garden, created by the Duchess of Northumberland, is a modern garden that combines sculptures, water features, and plants to form a family attraction.

It is home to the largest collection of European plants in the UK and the largest Japanese Cherry Orchard in the world.

The Alnwick Garden **annual visitor numbers are 334,560** and they're a **Gold Award Winner – Accessible & Inclusive Tourism.**



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"Working with Reflex on this project was a fantastic experience.

Their expertise and meticulous coordination ensured the installation of our upgraded fire systems was seamless, even during our busiest period. Reflex's commitment to safety and their ability to deliver within tight deadlines exceeded our expectations, providing us with cutting-edge fire protection while maintaining the high standards our visitors expect."

Chris Wanless, Facilities & Maintenance Manager, The Alnwick Garden



The Challenge

The Alnwick Gardens were facing issues with an aging fire system which had become antiquated and required a full upgrade to maintain the site's high standards.

In addition, there was a requirement for a wireless fire alarm system to be installed at a secondary site.

Due to the projects needing to be completed in a short timescale, this resulted in the installations needing to be carried out during the school summer holidays when visitor numbers are significantly increased, careful coordination and communication with staff was needed to minimise disruptions to visitors, property and live events.

The Solution

Following a detailed site survey, Reflex proposed upgrading the system to an open protocol open network fire alarm system, designing a system to facilitate the customer requirements.

Reflex installed a fully addressable Advanced MX Pro series fire panel, integrated with Hochiki Europe addressable detection technology, to provide the latest in fire safety and compliance.

Additionally, Reflex installed a stand-alone wireless EDA fire alarm system, which was well-suited to the second site's layout, providing a quick and non-invasive solution for fire protection.

Client Benefits

Reflex surveyed, designed and installed the new fire systems at both sites within the allocated timescales.

Constant communication between Reflex and The Alnwick Gardens always ensured site safety for staff, visitors and properties.