



**Service & Maintenance for your  
Fire and Security Equipment**



**Protec Fire Detection plc**

## **ABOUT PROTEC**

Protec Fire Detection plc is the largest independent fire and security systems manufacturer in the UK. Our reputation is built on solid and reliable systems meeting the needs of a variety of applications.

We are able to offer our clients the choice of services to suit their needs:

- **Planning and System Design**
- **Equipment Supply**
- **Installation and Project Management**
- **System Testing and Commissioning**
- **Regular Preventative Maintenance**

Our experience and breadth of product knowledge enable Protec to offer a totally integrated and highly effective solution. Our expertise encompasses the following disciplines:

- **Fire Detection**
- **Aspirating Fire Detection**
- **Emergency Lighting**
- **Voice Evacuation & Public Address**
- **Disabled Refuge & Fire Telephone**
- **Intruder Detection, CCTV, Access Control**
- **Custodial Systems**
- **Fixed Fire Suppression**
- **Portable Fire Extinguishers**
- **Kitchen Fire Suppression**
- **Sprinklers & Water Mist**



Our portfolio includes many unique products, which have been designed and manufactured 'in-house'. These resources enable us to develop our products to meet requirements of our current and future market needs.

Our services are supported by a network of offices throughout the UK. With a highly effective team on hand, to provide advice to the latest British and European standards.

Protec's success is built upon a total commitment to quality and customer service with an unrivalled range of quality products. Our service and maintenance capabilities are no exception.



Our dedicated Customer Service Department is committed to ensuring excellent standards of customer care, providing professional support and technical back-up services second to none.

All our customers are allocated a Service Advisor within our team who will guide you through every stage and be responsible for the co-ordination of all your requirements. Our excellent Service team is committed to ensuring the highest standards of after-sales service and maintenance of systems.

Whatever the time of day, our friendly, efficient team of telephone operators are waiting to take your call and ensure the right help is on its way.

## **Service & Maintenance**

With a service and maintenance contract provided by Protec you can be sure of the highest possible standards of service provision on a truly National basis by our team of over 230 dedicated service engineers. A true 24 hour 365 day per year call out service is provided to all contracted customers. With call centres permanently manned our assistance is only a phone call away.

## Fire Alarm

Service and Maintenance provision is based on a preventative approach which includes for the Inspection and Test of your installed systems for our Standard Maintenance Contracts, which has a proven record of reducing the rate of "False Alarms". Our base contracts are listed below, however we can tailor contracts to your specific needs.

- ✓ **Compliant with BS5839**
- ✓ **Basic Inspection and Test**
- ✓ **Standard Service**
- ✓ **Comprehensive Contract to Include**  
Call Outs and Parts (Terms Apply)
- ✓ **Extended 5 Year Warranty for Customers with Protec 6000 Series systems (Call for Details)**

## Fire Alarm Special Inspection

An optional special inspection is also available on the fire detection system to ensure compliance with the British Standards BS5839-1 section 46.2 which is recommended when a service provider takes over the maintenance of an existing fire detection system.



## Emergency Lighting

All aspects of Emergency lighting systems, including self contained, central battery and static systems are serviced and maintained in accordance with:

- ✓ British Standards : **BS5266-8** (BS EN 50172)  
Emergency escape
- ✓ British Standards : **BS5266-1** Emergency Lighting - Part 1 : Code of practice for the emergency lighting of premises

## Voice Evacuation/Public Address

Voice Evacuation & Public Address systems and associated audio systems are maintained to:

- ✓ British Standards BS5839-8

## Emergency Voice Communication Systems (EVC)

Emergency Voice Communications are maintained in accordance with the recommendations :

- ✓ British Standards: "BS5839-9 (Section 5 – Maintenance) Fire detection and fire alarm systems for buildings". (Part 9 : Code of practice for the design, installation, commissioning and maintenance of emergency voice communication systems).

## Support Sales

Protec Fire Detection have a nationwide network of Service Advisors and dedicated account managers to provide help, advice and support to our existing and prospective customers. Our advisors are available to carry out site surveys and discuss your requirements which include:

- ✓ **System Maintenance**
- ✓ **System Additions**
- ✓ **New Systems**
- ✓ **Advice after Fire Risk Assessments**
- ✓ **False Alarm Management**

Our support team are also available to attend contract management meetings and are able to provide detailed reports on the progress of your contracts which include, number of service visits carried out, number of reactive visits, response times, problematic sites and any costs which may have been incurred. These services can be provided for any size of contract.

## 5 Year Warranty

To demonstrate confidence in our product, we provide extended warranty on our Protec manufactured Algo-Tec™ 6000 equipment. When a Protec maintenance contract is in place, we warrant all the Protec Algo-Tec™ 6000 equipment we manufacture for 5 years.

If, during a service visit, the Protec Service Engineer suspects any Protec manufactured Algo-Tec™ 6000 devices are not working properly, they will be replaced at no cost to the client. Similarly, during the course of a call out, any suspect devices will be replaced at no cost, with only the normal labour and travelling time charged at standard agreed rates.

## Third Party

Protec hold a vast amount of knowledge and have attended formal training on third party fire detection and associated alarm systems, which enables us to apply our service expertise to a wide range of products produced by other major manufacturers other than products manufactured directly by Protec Fire Detection plc.



Protec Fire Detection plc

SERVICE & MAINTENANCE

## Service & Maintenance Contracts

When you take out a Service & Maintenance Contract with Protec, you enter into a partnership whereby you can be assured of the highest level of customer care, product reliability and technical support that we have to offer.

With years of specialist knowledge and investment in the latest manufacturing and production process technology, Protec is unrivalled in its commitment to excellence. At Protec we don't just perform the required functional and operational tests, our Customer Service commitment includes assistance with on-site training of responsible personal advice on the different types of systems available, and their limitations with regard to your individual needs, and cost effective quotations for modifications and alterations to existing systems.

## Engineers QA & Audits

All our engineers are subjected to both a general audit and site workmanship audit to ensure that the correct standard of workmanship and compliance with the relevant LPC, British Standard requirements and Protec Fire & Security procedures and standards.



## Security Systems

Our dedicated Customer Service Department is committed to ensuring excellent standards of customer care, providing professional support and technical back-up services which are second to none.

This offers servicing and a callout response in line with NACOSS requirements for Intruder, Access Control and CCTV Systems in a highly organised and efficient manner.

Our electronic security systems for commercial, retail and industrial premises are designed to individual client requirements. All Protec security systems are installed and serviced to current European and British standards by fully qualified engineers. The use of advanced micro-processor technology offers maximum flexibility while remaining simple, cost effective and user friendly.

## Fire Extinguishers

Protec have grown considerably within the fire extinguisher market over recent years, and have become one of the main players in this market. This has given us considerable growth on a national basis and allows us to compete for large corporate contracts and also deliver a great deal locally in our individual regions.

Many of our engineers are multi-skilled due to their desire to progress and increase our service levels. This allows us to offer highly competitive rates to smaller premises where our engineer will service the following on one visit: Ansul system, Fire extinguishers, Fire alarm, Emergency lights.

- ✓ Serviced to BS 5306 Part 3 & BS 5306 Part 8 for install.
- ✓ All engineers are FETA, IFEDA or BAFE certified.
- ✓ IFEDA refresher training every 3 years in accordance with British Standards.
- ✓ Engineers QA and BSI checked every 12 months.



## Audio Frequency Induction Loop

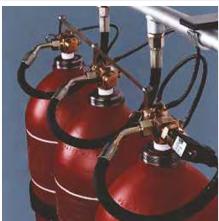
Audio Frequency Induction loop systems are maintained in accordance with the following standards :

- ✓ British Standards BS 7594
- ✓ British Standards BS EN 60118-4.

## Gas Suppression Systems

Gas Suppression systems serviced and maintained by our dedicated F-Gas educated and authorised engineers in accordance with the recommendations:

- ✓ BS ISO 14520 Part 1 for Halocarbon & Inert Gases including FM-200, FE-13, Argon, Argonite & Inergen;
- ✓ BS5839-1
- ✓ BS5306 Part 4 Clause 8



## Sprinklers

Service and Maintenance of Automatic Sprinkler Installations, Medium and High Expansion Foam, Low and High Pressure Water Mist systems, Hose Reels, Hydrants and all associated water supplies.

- ✓ Registered by the Loss Prevention Council Board (LPCB) as LPS 1048 Sprinkler Installers approved to Level 4.
- ✓ Registered by LPCB to comply with the requirements of ISO 9001 Quality Assurance Systems.
- ✓ Fire Protection Installations are maintained in accordance with various international standards including Loss Prevention Council (LPC) (UK), National Fire Protection Association (NFPA) (USA) and Factory Mutual Insurance (FMI) (USA).

## Kitchen Fire Suppression

Protec are one of the UK's largest authorised distributors of the hugely popular Ansul R-102 Kitchen Fire suppression systems. This is a wet chemical flood system which protects your critical cook area 24/7. It is fully mechanical, but can be linked to the Fire alarm and Gas shut off valves.

- ✓ Serviced & installed to UL300 standards
- ✓ Engineers QA checked every 12 months

The Ansul R-102 Kitchen Fire suppression system is now also the preferred recommendation from the major insurance groups, such as AIG, due to its extreme effectiveness at dealing with a potentially catastrophic fat fire, and the ease with which it can be cleaned in order for normal operations to resume.

We have a network of installation and maintenance technicians across the UK, and offer the following services:

- ✓ Fast efficient Survey / Design and quote
- ✓ Bespoke total flood systems
- ✓ Supply / Installation / Commissioning
- ✓ Maintenance / Modifications / Overhauls

## Technical Support

Contract clients have the added benefit of our technical telephone support to provide technical help and advice.

## Vehicle Telematics



Protec adopt the latest office based technology to ensure all on-site repairs and remedial works are undertaken promptly. This provides you, the end user, with confidence to ensure the integrity of your premises are maintained and system downtime is kept to the absolute minimum and increased efficiency.

## Management of System Documentation

Throughout the duration of a service and maintenance contract we will electronically store and manage all the system data files including the systems text, cause and effects and configuration details for any Protec systems. This provides reassurance and peace of mind that in the case of a major system failure such as electrical storms, floods etc that the system can be easily reinstated and restored to the original specification.

## Digital Certification

- Electronic contract reporting.
- Paperwork transmitted electronically from engineer to service desk.
- Provides efficient process of paperwork.



Protec Fire Detection plc  
ANCILLARY SERVICES

# Ancillary Services

## Ancillary Equipment

Protec supply a whole range of associated and ancillary equipment for special risks, and to compliment our extinguisher range.

Due to modern building construction the hanging of fire extinguishers on walls, without pre fitted patress's, is becoming more and more difficult, but also causing large amounts of damage to walls and décor where extinguishers have simply fallen off.

We supply a full range of:

- **Stands**
- **Firepoints**
- **Trolleys**
- **Cabinets**
- **Wheel extinguishers**



Other ancillary products include:

- **Hose reels & accessories**
- **Fire blankets**
- **Escape ladders**
- **Chrome stands**
- **Fire buckets**
- **First aid medical kits**
- **PVC Extinguisher covers**

## Safety Signage



We offer the world renowned range of Jalite photo luminescent (glow in the dark) fire safety signs. We typically stock the following signs:

- ✓ ID signs
- ✓ Fire exit signs
- ✓ Fire action signs
- ✓ Call point signs
- ✓ Assembly point signs

Other safety signs available on request. See our Fire Safety Signs Product Catalogue for details.

In addition a fully bespoke service is available on rigid plastic, rigid plastic photoluminescent and stainless steel plate, please ask for further information.

## Fire Consultancy

Protec can ensure that your organisation understands and complies with Regulatory Reform (Fire Safety) Order 2005 (RRO).

Services include:

- ✓ Fire risk assessment
- ✓ Fire engineering building design
- ✓ Fire engineering strategy up to building control approval
- ✓ Fire Engineering analysis of sites and process risks
- ✓ Fire evacuation plans
- ✓ Procedural reviews
- ✓ Project management of immediate risks
- ✓ Ongoing fire safety advice
- ✓ Fire risk assessment review following significant changes
- ✓ Provision of fire log books and fire safety files
- ✓ Project management of remedial works including but not exclusively, the installation of new signage and fire extinguisher inspections
- ✓ Fire warden training
- ✓ Fire safety awareness training

## Fire Risk Assessment

Further to the changes to the Fire Safety Legislation, implemented from the 1st October 2006, together with the Regulatory Reform (Fire Safety) Order 2005 (RRO) the "responsible person" for each non domestic premise will be required to carry out an assessment of the risks from fire and then implement steps to reduce or remove these risks.

This process includes identifying fire hazards and who is at risk, whilst also reviewing items such as the means of Escape, Fire Training, Fire Safety Management systems and other issues for example fire extinguisher provision and fixed fire suppression installations.



### Fire Engineering Building Design

If you require Fire Engineering advice and how to design your premises with complex Fire safety features including sprinklers and smoke control (A Fire Engineered solution) then we have the Fire Engineers who can assist by creating a Fire Strategy for your building's design that will keep the occupants and the building safe from fire and achieve official approval by Building Control and other Fire Authorities.

### Fire Engineering strategy up to building control approval

Obtaining building control approval and fire strategy includes providing guidance on B1 - B5 of the buildings regulations "Approved Document B" and deals with fire risks, means of escape, structural fire spread both internally and externally. We also deal with the design of smoke extraction, fire compartmentation and fire suppression systems.

### Fire Engineering analysis of sites and process risks

Our Fire Engineers will analyse your process and building design and create a fire engineered solution tailor made to deal with the identified risk to ensure the approval of building control and insurance bodies whilst maintaining aesthetic or architectural requirements of architects and building designers.

### Ongoing Fire Safety Advice

Should you need the urgent advice of a fire safety expert or have longer term needs for random and or frequent fire safety advisory services contact us and discuss your needs.

## Fire Training Courses

Our after sales service and commitment to the customer and the Fire Protection Industry is the reason we have regular customers who value our service and quality.

As part of this commitment we can now offer a wider range of fire safety services including fire training courses for our customers to meet the needs of the Regulatory Reform (Fire Safety) Order 2005 and provide training for their staff at various levels of seniority.

This training will not only safeguard your staff and visitors but will provide an insight into how you can protect your premises and business in terms of disaster planning and mitigation, and this may be a requirement of your insurance body.

If any customer requires a tailored made package

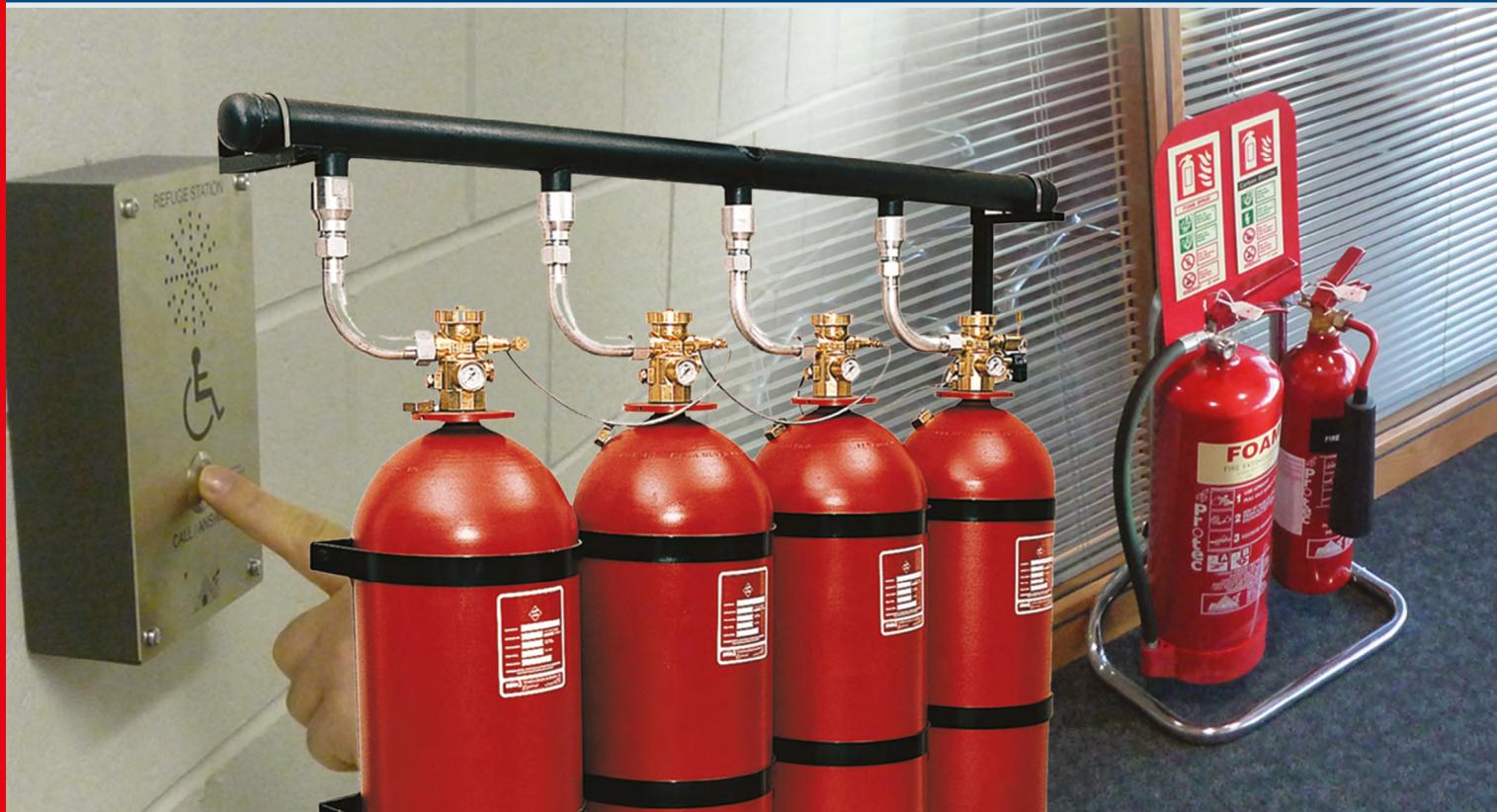


for their organisation or industry we can create a bespoke course made to suit your specialised needs. All our training and fire training advice is conducted by ex Fire Officers.

These courses may achieve accreditation by approval bodies dependant upon content, either with the Institution of Fire Engineers (IFE) or The Institute of Fire Safety Managers (IFSM).

## Accreditations





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Company Policy is one of continuous improvement, we reserve the right to change specification without prior notice

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