

Customer Notes:

- 1. Terms & Conditions:** This proposal is subject to our standard terms and conditions for fire alarms as detailed in the attached agreement.
- 2. System design:** The system comprises of detection devices, control and indicating equipment and sounders, unless otherwise specified and is designed to comply with **BS5839 2002 Part 6 Grade A and the designated design Category**. Please refer to the specification regarding the design category and positioning of the equipment. All locations are given as standing outside the front of the property facing the front elevation.
- 3. Quotation:** The quotation will be valid for thirty days from the quotation date and may thereafter be subject to revision. The quotation may also be subject to revision for work not commenced or completed within ninety days from receipt of order. Our proposal is based on free access to all areas of installation and continuous, unimpeded working, during normal working hours, 08.30hrs – 17.30hrs Monday – Friday, throughout the whole of the contract period. It is the client's responsibility to move all stock or any obstructions that may impede the engineers during the installation work. Any waiting time will be subject to an additional charge.
- 4. NSI/BAFE Certificates of Compliance:** We have included within our proposal for the issue of an NSI (National Security Inspectorate), BAFE (British Approvals for Fire Equipment) Certificate of Compliance in support of the scope of work conducted on the Fire alarm Detection System.
- 5. Alarm Receiving Centre Monitoring:** Where automatic Fire Detection Systems are installed and the premises are not manned 24 hours a day we recommend that you consider remote monitoring of your system by our Alarm Receiving Centre (ARC). The cost associated with the connection and annual monitoring charges are detailed on the attached agreement.
- 6. Telephone line:** Please note that, where the Fire Detection Systems is monitored by our Alarm Receiving Centre, the client is responsible for ordering a new telephone line or extending an existing telephone line. This telephone line must terminate adjacent to the agreed location for the fire alarm control & indicating equipment.
- 7. System Warranty:** Our Fire Detection & Alarm Systems carry a 12 month parts and labour Warranty on any system fault excluding accidental or deliberate damage causing the system to malfunction.
- 8. Security Screening:** The system will be installed and serviced in a professional manner by our trained engineers who have been Security Screened in accordance with the British Standard BS 7858:2004 Code of Practice for Security Screening.
- 9. Installation:** The installation of the Fire Detection & Alarm System wiring will be carried out using an approved fire rated soft skinned cable (approved to the requirements of BS5839-1 :2002+A2 2008 Clause 2.6.2d/26.2e & BS7671). The wiring will be neatly surface mounted and will only be concealed where our engineers consider it reasonably practicable to do so. Where mechanical damage or deliberate interference is considered likely cables will be further protected in plastic trunking.
- 10. Wireless Systems:** The installation of a Wireless System is subject to a field test to ascertain the strength of the radio signal path. It is the client's responsibility to report alterations or changes to the building layout that may affect radio transmissions, thus requiring a further radio survey to ensure system network integrity prior. Any variation to the specification or changes to the cost of the System will be brought to the client's attention prior to any works commencing.
- 11. Equipment:** Due to the availability of some items or alterations to manufacturer's specifications, or design, we reserve the right to supply alternative equipment, which will be equal or superior in specification or design to the equipment specified.
- 12. Cause and effect:** The system is designed, unless otherwise specified and agreed with the client or their representative, that if any detector or manual call point is activated all sounders will operate throughout the system and the source of the activation will be displayed on the control and indicating equipment. Following the operation of a fire detector or manual call point, alarm sounders and, where applicable, visual warning devices, detailed in the design specification, will operate continuously until silenced at the control panel. Our proposal for the method of fire warning is based on our understanding of your evacuation procedure.
- 13. Sounders:** Sounders specified in this quotation comply with the BS5839 and all reasonable care has been taken to provide a suitable number of sounders to achieve adequate audibility levels throughout the protected areas, however acoustics are affected by furnishings, people and structural materials etc. For this reason on completion of the system an audibility test will be conducted and should any additional sounders be required these will be subject to an additional cost.
- 14. Drawings & Specification:** On completion of the system we will provide "an as fitted specification" and "as installed drawings", however should you require an amendment to your existing CAD drawings these amendments will be subject to an additional cost.
- 15. System Zone Chart:** To assist the user and the Fire & Rescue Service in locating where a fire has been detected, a basic, diagrammatic representation of the building layout is included within our proposal. This basic building layout will identify fire zones, which relate to the control and indicating equipment and will be mounted adjacent to the control & indicating equipment panel any appropriate system repeater panels.
- 16. Fire Safety Log Book:** A Fire Safety Log Book is included within our proposal, to assist the user in satisfying regulatory requirements. The Log Book should be stored securely, but be available to the "responsible person" and our Fire engineers on request. The Log Book should be used to record all events in relation to fire systems and fire safety.
- 17. System Handover:** Our commissioning engineer will demonstrate the system operation to the client and interested parties, at the time of the system handover. Should additional site visits be required for operator training, these will be chargeable. A logbook, one set of operating manuals, "as fitted" sketch drawings, specification and asset register are included within our proposal, to show the operation and approximate location of the equipment. Any additional sets of documentation will be chargeable.

- 18. Maintenance Support:** As defined in BS5839 Part 1: 2002, it is essential that the system is subject to periodic inspection and servicing by competent persons. It is imperative that the client ensures that the standby batteries are changed at regular intervals in accordance with the manufacturer's instructions. This service is provided by our engineers for as long as the system has a maintenance contract. We have detailed our Maintenance Support costs in the attached agreement, based on our recommendation of two visits per year.
- 19. Variations to BS5838:** Any variations to BS5839 part 1 & 6 will be agreed with the client and documented during the commissioning process.
- 20. Health & Safety:** Unless specifically requested and otherwise confirmed in writing, we have not made allowance for any site specific Health and Safety requirements other than our own reasonable care, experience and attention in carrying out the works. Our proposal allows for all installation works to be carried out at a maximum height of 4 metres (above this height access equipment is to be supplied by others).
- 21. Interested parties:** The Fire & Rescue Service and Building Control Inspectors may wish to have some design comment. Where applicable we recommend that interested parties are consulted, or a copy of our proposal be forwarded to them for general approval.
- 22. Insurance:** A Fire Detection System should not be considered as a replacement for adequate Insurance against loss from Fire. If required, a copy of this Specification can be forwarded to your Insurer's for their approval.
- 23. Disability Discrimination (DDA):** With reference to the Act of Parliament, Chapter 13, if you employ disabled persons or it is possible that disabled members of the public may need access to your premises; reasonable steps will need to be taken to ensure that they have every chance of escape in an emergency. Typically, this could mean providing both visual and audible warning of fire in reception areas, on shop floors etc, ramps for wheelchair users, as well as or in place of, steps. Please discuss any DDA implications with our System Designer to assist in ensuring our proposal meets with your requirements.
- 24. Power:** Our price does not include for the provision of power. We require the installation of a double pole 240v ac lockable mains isolator, solely for use of the Fire Alarm System. This supply must be derived from a source, as close as possible to the main isolating device for the building. In addition a 3amp separately fused non switched, electrical mains spur will be required adjacent to the agreed location of the control & indicating equipment. This spur should be solely for use with the fire alarm system and be derived from the mains isolator. All mains supplies for Fire Alarm Systems must be installed in fire resisting cable, using metal 'P' clips for fixings approximately every 300mm. Please ensure that an appropriate small works electrical certificate is issued by your contractor for this work and is made available to our engineers.
- 25. Plant & Equipment:** Unless specifically requested and otherwise confirmed in writing we have not made allowance for: Plant and equipment other than normal hand tools for installation purposes. Height access equipment, other than conventional steps. Making good or decoration. Builders work or work normally conducted by other trades. Work outside normal working hours, 08:30 to 17:30 hours Monday to Friday inclusive (excluding public/bank holidays).
- 26. Takeover of existing equipment:** Where specified, all existing equipment and cabling will be used on the proviso that it is compatible with our Fire control and indicating equipment, working correctly at the time of the new installation and complies with the current BS 5839 standards. Any defects found will be rectified on a time and material basis at an additional cost. (Please note that our engineer cannot be held responsible for any decorative or "making good" requirements when the replacement unit is smaller in size than the original.)
- 27. Risk Assessment:** Where a risk assessment and/or fire category is not available from the client or their consultants, our fire surveyor will offer you a Fire Detection & Alarm System designed to the category stated in our specification. However we recommend that you should have this design checked by a registered fire risk assessor in order that it is seen to satisfy your fire safety and fire legislative needs. **Our Fire Risk Assessor can provide this service at an additional cost.**
- 28. Commissioning Only: Where our engineer is appointed to commission a system designed and installed by "others".** In the absence of drawings and a fire category we will commission your Fire Detection & Alarm System to the fire category that the protection and its location are appropriate. In many instances although automatic protection may be fitted, only the recommendations of a manual system may be met. This is how the system will be certificated. Additionally, in the absence of zone information, our engineer will use the minimum requirements of BS5839-1:2002 to zone your system.
- 29. Terms of Payment:** We require a deposit of 50% of the installation cost including VAT when you order our system. The remaining balance will be required in full on receipt of the system keys, user code number and operating instructions. The system shall remain the property of Capstan Security Limited until the final payment is received. Payments by credit card can be arranged through our accounts department.
- 30. Stage Payments:** Settlement for stage payment invoices for materials, services and labour must be paid within thirty (30) days from the date of invoice, subject to credit references. All invoices for materials, services and labour must be paid in full prior to commissioning regardless of invoice dates of stage payments. Settlement of invoices for commissioning to be within thirty (30) days from the date of invoice. We reserve the right to withdraw labour and delay deliveries of equipment in the event of a default in payments and upon re-commencement of the works re-start charges will be applicable. All goods remain our property until full and final settlement is received.
- 31. Additional Equipment:** If additional equipment is required, before completion or after commissioning, this will be quoted separately.
- 32. Responsible Person:** Fire Detection & Alarm Systems installed in all premises other than dwellings require the client to appoint a member of staff as a "responsible person" to manage the operation, training and testing of the fire alarm system.
- 33. User Responsibilities:** A fire detection and Alarm System is an extremely important component in defence against fire. In view of this, the system must be tested and maintained to provide optimum performance at all times. Please read and retain with your system documentation, our summary of user responsibilities which is included with the system log book.