SERVICE & MAINTENANCE



SMOKE CONTROL

# SERVICE + MAINTENANCE

Smoke Control products form an important part of vital fire safety systems that protect buildings from fire and smoke damage, along with the people that occupy them.

Like any product, if systems are well maintained they provide long-standing safe and efficient use, help prevent accidents, and identify potential compliance issues. Many also forget the increase in downtime, managing complaints and other issues that can arise from an aged and/or malfunctioning product that has not been routinely maintained.

Our maintenance packages can ensure components are kept in good working order, and minor issues are identified early before they become big expensive problems.

This can be as simple as the servicing cycles set out in AS1851 (2012), combined with the manufacturers recommendations, or can be tailored made to meet the requirements of those in set out in the Fire Engineering Report (FER).

Products we service as per AS1851 (2012):

- Fire Curtains
- Smoke Curtains
- Industrial Fire Shutters
- Fire Rated Windows
- Fire Rated Sliding Doors
- Fire Rated Glass
- Smoke & Fire Baffles
- Smoke Vents

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# SERVICE + MAINTENANCE Packages*

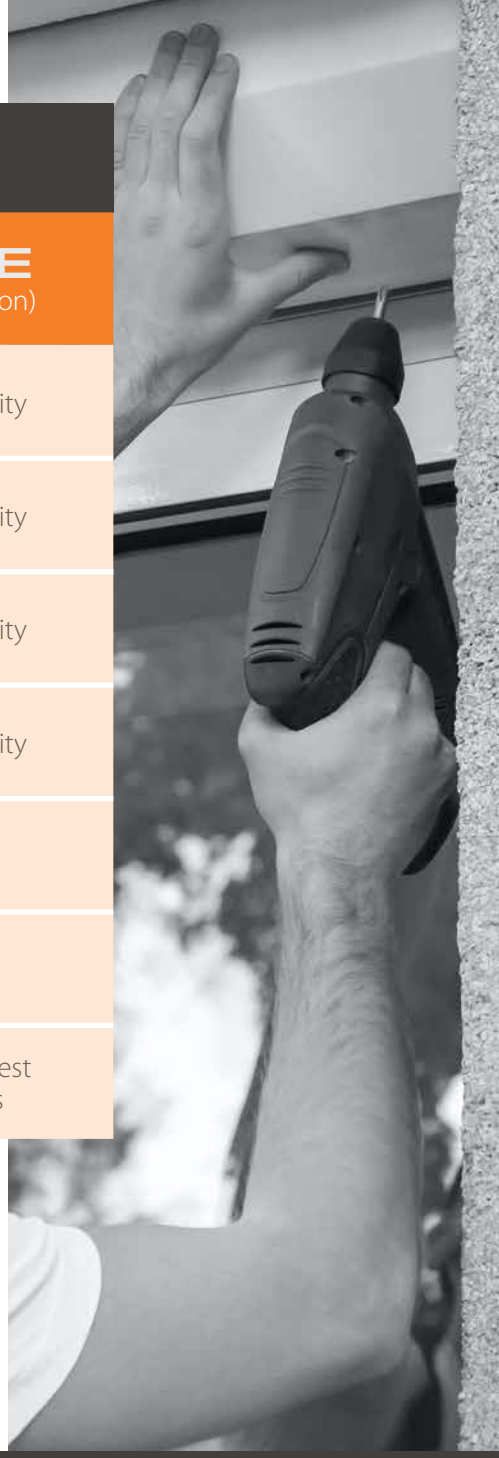
| SERVICE PACKAGES FOR PLANNED MAINTENANCE | GOLD | SILVER | BRONZE (non-contract option) |
|---|---|---|---|
| LEVEL OF SERVICE | Premium Agreement | Superior Agreement | Based on availability |
| SERVICE PLAN (MIN 4 HRS) | Quarterly | Bi-Annual | Based on availability |
| MAINTAINING YOUR EXISTING PRODUCTS | Priority Access to spare parts | Prioritised Access to spare parts | Based on availability |
| SERVICE | Priority Service | Prioritised Service | Based on availability |
| AFTER HOURS ON REQUEST | Available | Available | Unavailable |
| NATIONAL DEDICATED SUPPORT STAFF | Available | Available | Available |
| FULL FUNCTION FIRE TEST (FFFT) | Available on Request at GOLD rates | Available on Request at SILVER rates | Available on Request at BRONZE rates |




*Should you require a more tailored package to meet your requirements such as a higher or lower service plan, we offer that flexibility too!

Just contact our Service & Maintenance Department and we can work out an agreement with you: 1300 665 471.

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## LEGISLATION + STANDARDS

Under the NSW Legislation, it is the building owner's responsibility to maintain each fire safety measure - similar requirements are in place for the remaining states of Australia. The Australian Standard AS1851 (2012) outlines the routine maintenance requirements for different fire safety measures.

You can opt to book a service at your own discretion however to optimize the efficiency of your essential fire safety measure, we recommend choosing a Service & Maintenance package.



### CHOOSE CONFIDENCE

With more than 15 years experience in the passive fire industry, Australia-wide coverage and efficient response times - you can have confidence when choosing Smoke Control - where expertise across a specialised product portfolio is assured.

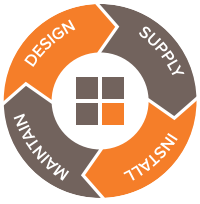
### CHOOSE SAFETY

Safety is a priority here at Smoke Control and our entire team are committed to upholding safe work practices.

An ongoing maintenance package also ensures we extend this to your team, customers and assets.

Speak to our Smoke Control Service & Maintenance department today to determine your service frequency and requirements on 1300 665 471.






WE BELIEVE PEOPLE DESERVE TO WORK & LIVE IN SAFE & BEAUTIFUL BUILDINGS

# SERVICE + MAINTENANCE



## OUR MISSION

*We believe people deserve to work & live in safe & beautiful buildings.*

We demonstrate this by partnering with industry to leverage our knowledge & expertise, offering high quality life preserving products & services, with a value-driven solution-oriented approach.

| Australia | International | New Zealand |
|---|---|---|
| 1300 665 471 | +61 2 96814000 | +64 9 300 1980 |

## A LITTLE MORE ABOUT US...

Smoke Control was established in 2003. We partner with leading local & international organisations to work with the new performance-based design environment - in addition to the traditional prescriptive environment - designing and installing systems to meet the challenging fire and smoke control demands of modern buildings.

Constant research & development continue to enhance our offering of fire windows, fire shutters and fire curtains, bringing the most innovative technology to both regular and unique project challenges. If you cannot find what you are looking for, please contact our team as we may already have a solution for you.

Smoke Control services all regions in Australia & New Zealand via our own offices and people. International customers can contact our Australian office by phone or email for your nearest distributor.

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