

Compliance as a Service Plan (for doors) Terms and Conditions

CAAS (Compliance as a Service) Plan (for doors) as provided by Fireco Ltd, terms and conditions. These terms & conditions must be read with the normal Fireco Ltd "terms and conditions of business" as found at www.fireco.uk.

Definitions and Interpretation - at the end of these terms & conditions is a glossary of terms, defined for your convenience

1. CAAS General

- 1.1. The CAAS plan is a comprehensive, compliance package that provides peace of mind with our products. The plan includes site survey, the installation of the products and maintenance visits.
- 1.2. The plan also benefits from full technical support and on-site repairs should any issues arise, and if we are unable to repair your products we will install new products for you, free of charge.
- 1.3. The minimum contract term is dependent on the product installed and will be detailed in your quotation and plan certificate.
- 1.4. Our quotation will be based on the amount of doors required to be compliant using our door closing products, in accordance with your fire risk assessment policy. The minimum quantity of products that need to be purchased with the plan is 8.
- 1.5. If during installation or at any time, the fire panel (CIE) maintenance company is required on site, the cost will not be the liability of Fireco Ltd.
- 1.6. Payment of the plan will be made by Direct Debit as shown in your quotation and plan certificate.
- 1.7. The plan entitles you to a number of key benefits as listed below.

2. What this Plan includes

- 2.1. We will complete a site survey for our products, the survey is not to determine or alter your existing or new fire policy.
- 2.2. We will then install the products on the doors specified by you, it will be your responsibility in determining if the doors are fully compliant in having our products fitted, as determined within your fire policy.
- 2.3. We will also test, commission and offer a demonstration of the products at the point of installation.
- 2.4. We will conduct one maintenance visit within the first 24 months and then conduct annual maintenance visits thereafter. At the visits we will check the functionality of your products and will service your products, replacing any parts that are required.
- 2.5. You have unlimited access to our technical support line for help and support. If any of your products suffer a fault or if you require assistance our customer services team will try and resolve the matter over the telephone (see customer support details below).
- 2.6. If we are not able to resolve a problem over the telephone we will attend your site (at our discretion) to rectify the fault and repair your products.
- 2.7. If we are not able to rectify the problem we will replace any faulty products with new products.
- 2.8. The plan also covers any accidental damage caused to your products.

3. Important information about repairs

- 3.1. Maintenance visits and repairs will be carried out within normal working hours.
- 3.2. Only a Fireco technician or contractor approved and instructed by Fireco are authorised to carry out installation, maintenance or repairs under this plan.

4. What this Plan excludes

- 4.1. The plan covers installation of the products on your required doors, if after installation you request any of the products moved to different doors there will be an additional charge and this will be quoted separately.
- 4.2. The plan only covers products purchased and registered under the plan.
- 4.3. Any loss, damage or impairment to the functionality of your products deemed to be caused by theft, attempted theft, neglect or deliberate damage.
- 4.4. Repairs or maintenance work where not authorised by us or your failure to follow our manufacturer's instructions.
- 4.5. Call-outs not relating to product faults or failure.

5. Paying your fee

- 5.1. The CAAS plan is to be paid by monthly Direct Debit and you must pay this in accordance with the payment schedule set out in your plan documentation.

6. Duration, cancellation and termination of your plan

- 6.1. Should you wish to cancel your order you can do so any point before installation commences, please contact our customer support team.
- 6.2. The plan period then begins after the installation and continues monthly as specified in your plan certificate.
- 6.3. Your Direct Debit will not start before the installation has been completed and you will be notified when the payments will start.
- 6.4. If you cancel your policy before the minimum contract term then any outstanding Direct Debits left to be paid will immediately become due to us and we will collect what is left to be paid.
- 6.5. If you wish to cancel your policy after the minimum contract term then please contact our customer support team (details below). After the minimum contract term has been completed (as specified in your plan certificate) you will be under no obligation to continue with the plan. You can cancel the plan without notice, penalty or cost to you and the products will be yours to keep.
- 6.6. After the minimum contract term your plan will renew automatically at the same monthly amount (as shown on your certificate). You will not be tied into a new minimum contract period though - you can cancel after the minimum contract term at any point without notice or additional cost.
- 6.7. Once a plan is cancelled or terminated you will lose the benefits of the CAAS plan.
- 6.8. Fireco is committed to providing the CAAS plan for the long-term but reserves the right to remove the plan at any point after the minimum contract term has been fulfilled.

7. Customer service details

- 7.1. For customer services call 01273 320650 or email us by clicking contact us on our website - <https://fireco.uk/contact/>

Glossary of Terms

“Certificate”	means the personalised section of your plan documentation, sent to you once you have taken out a plan
“Compliant/Compliance”	means the installation and commissioning of our products on the doors specified by you
“Maintenance Visit”	means the site visit to check the functionality of the products together with replacement of any required part(s)
“Minimum Contract Term”	means the minimum contract term that monthly payments will be collected by Direct Debit, as detailed on your plan certificate.
“Payment Schedule”	means the Direct Debit schedule as detailed on your plan certificate
“Plan”	means this agreement
“Products”	means Dorgard SmartSound (™), Freedor SmartSound (™) or any other products quoted and/or provided by Fireco Ltd under a CAAS Plan (for doors)
“Start Date”	means the date your plan starts, as detailed on your plan certificate which is the date we install and commission your products
“We/Us/Our”	means Fireco Ltd - the manufacturer of the products and provider of the plan, registered in England and Wales under company number 2965550
“You/your”	means the buyer/customer of Fireco Ltd, as named on your plan certificate

You can find all our policies and notices via www.fireco.uk and you should refer to this site for any further update

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Thank you for buying from Fireco.



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