



Providing excellent service by interacting and pinpointing the needs of our customers & expediting the process so our customers can have resolution and get back to their own schedules.

FALL 2018

Visit our website at:
www.foothillfireandwire.com

IN THIS ISSUE:

We hope you have enjoyed our previous newsletters. We will do our best to keep our newsletters relevant to what our customers are wanting to learn. Don't forget to email us regarding topics you would like us to cover. We are listening!

Alarm Deficiencies

When our inspector tests a fire alarm he is testing the functionality of the alarm. If any part of the alarm fails the inspection, the fail will be notated on the inspection form left onsite in the fire control panel.

Soon thereafter we will provide a proposal to repair the fire alarm deficiency.

Below is the NFPA fire code referring to alarm deficiencies and repairs that must be made to the alarm.

NFPA 72 (2016):

10.20.4 The service provider shall report to the authority having jurisdiction any system that is out of service for more than 8 hours.

When we provide a proposal for repairs, we must get the signed proposal returned to our office by the next business day to avoid us having to report the deficiency to the fire department.

We discuss this subject in detail because of its importance. If repairs are not made in a timely manner, you could be putting your property or even lives at risk. The fire department may even require your property to be on fire watch depending on the severity of the deficiency. We want to help you avoid this by repairing the system right away.

Updating Emergency Contacts

Recently we have had many customers wondering why their emergency contacts are not up to date. We explain that we have no way of knowing when there are staffing changes at each of our customers' locations. It is the responsibility of each property to ensure that emergency contacts are updated at all times

It is imperative that your emergency contact information is updated regularly.

Anyone can easily update emergency contacts and/or alarm codes by accessing our website:

www.foothillfireandwire.com

- Click on the "Forms" tab
- Click on the link that says, "Emergency Contacts & Alarm Code Update"
- Download the form and save to desktop
- Click in any field to complete the information
- Save the updated form to your desktop
- Attach the updated form to an email and send to our office: office@foothillfw.com



If you would like to know who are the most recent emergency contacts we have on file, please email our office requesting this information and we will be happy to provide this to you.



Alarm Deficiencies

Learn the importance of fire alarm repairs upon failed inspections.

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EMERGENCY CONTACTS

Updating Emergency Contacts

Learn how to update emergency contacts and alarm codes.

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Proprietary Systems

Don't get locked into one specific alarm monitoring company.

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Proprietary Systems

We take pride in the way we conduct our business for many reasons. Business ethics and morals are amongst one of the many reasons our clients are so loyal to us.

Many companies will install what is called a "proprietary" alarm system. This means that only the company installing the alarm system can install, service, test and monitor that fire or security alarm. By installing this type of system, it takes away the customer's ability to decide on what alarm company they can use for anything pertaining to the alarm. This also means that if you are not happy with the level of service you are being given by your alarm company, you have no choice but to continue with that same company.

At Foothill Fire & Wire, we do not believe this is an ethical way to conduct business. You can have peace of mind knowing that anything we install can be serviced by any company in the industry. We strive for continued loyalty from our customers, not through trapping them with proprietary systems but through outstanding customer service that they have come to expect from our company and technicians.

If you are currently shopping for a new security or fire alarm for an existing property or maybe even a new property, please ensure you verify that you are working with a company that does not install proprietary systems. This could save you a lot of headache and money in the long run.

We would also like the opportunity to bid any upcoming projects you may have. Please email any upcoming projects to: Office@FoothillFW.com

Importance of Keys

Recently we have responded to service calls or arrived on site for testing we have discovered that many keys to lockboxes are missing.

Most of the time the fire control panel is in a locked fire control room. It is imperative that keys are always housed in the lockbox so the necessary authorities can gain access to fire alarm equipment.

If the fire department has to respond to a fire alarm, they will need access to the fire

alarm control panel. With access to the panel they will be able to silence the alarm and reset the panel back to its normal status in the event of a false alarm.

When it comes to our company, there are many times that we have to respond to a service call or inspect a facility that is vacant. We will almost always need access to the fire control panel in these situations.

Access to the panel can be coordinated with our technicians to have a representative from the site meet us there. However, this is not always a viable option. In this situation, we will need a property representative to ensure that there are proper keys in the lockbox. Failure to do this may result in additional service call charge for us to return.

If there is a lockbox onsite, please ensure you have provided our company with the lockbox code and let us know if there are any changes to this code.

Fire Extinguisher Needs

We have received a lot of calls recently regarding needs for fire extinguishers. For fire extinguishers, please contact California Fire & Safety. They can very quickly provide replacements or complete the necessary inspections. You can reach California Fire & Safety directly by calling them at (916) 757-2998 or by email, Office@calfiresafety.com



Updated Email Address

Many of our clients had mentioned how long our email address was. Well, we listened. Please note, our new email address is:

office@foothillfw.com

Like what you see? Request certain topics by emailing Office@FoothillFW.com



Importance of Keys

Find out why is it so important to have a lockbox with an updated set of keys.

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Fire Extinguisher Needs

Learn who to call with fire extinguisher needs

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Updated Email Address

Please note our new email address

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Emma's Corner:

For additional helpful information, please visit our website to review previous newsletters.

Emma Titus,
Company Mascot

