

SERVICE & MAINTENANCE

SERVICING YOUR FIRE CURTAIN BARRIERS
AND SMOKE CURTAINS

WWW.COOPERSFIRE.COM



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EST. 1983

LEADING THE WAY IN FIRE PROTECTION

WHY YOU NEED A SERVICE AGREEMENT

Your fire and smoke curtains are part of the building's life support system; we'll make sure that they continue to protect your building and its occupants from fire and smoke.

No matter the type of building or the make and model of the fire curtain or smoke curtain, a Coopers Fire service agreement provides peace of mind as you can be assured of the performance of your system at all times and can avoid any unexpected and costly repairs.

Coopers Fire service engineers are the only independently approved service team qualified to conduct the servicing of fire and smoke control curtains.

PLANNED SERVICE IS AVAILABLE FOR COOPERS FIRE LIFE SAFETY EQUIPMENT.

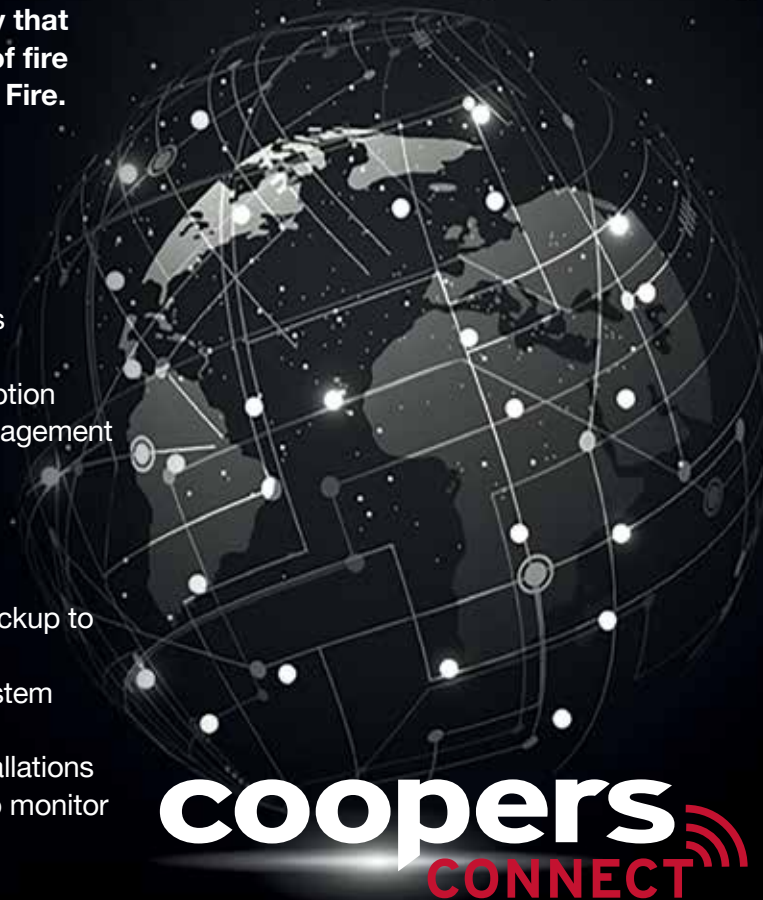
Coopers Service Customers have the option of using Coopers Connect, a state of the art technology that remotely monitors and controls the full range of fire and smoke curtains manufactured by Coopers Fire.

BENEFITS

- 24 hour global monitoring and reporting
- Instant notification of system issues
- Reduce Service costs by unnecessary call-outs
- Increases safety; minimises system downtime
- Improved first-time fix; reduces end-user disruption
- Use of historic data for improved life cycle management

FEATURES

- Critical and non-critical alerting
- Capable of using resilient GPRS network as backup to the GSM network
- Access to analytical data; providing historic system performance records
- Can be retrofitted to existing Coopers Fire installations
- Secure access via Coopers Fire online portal to monitor and control curtains
- Compliments an existing BMS (Building Management System)



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CONNECT

TRAINING

As part of our commitment to excellence in customer service, we do whatever we can to help you achieve the best possible return on your investment. Part of that means training. We want to make sure that your staff know how the system works, its full capability and its potential limits.



PLANNED PREVENTATIVE MAINTENANCE

It is important that your system is regularly checked to ensure that it is fully functional and compliant.

Coopers Fire will schedule preventative maintenance visits every six months to ensure compliance with fire regulations, British standards and insurance requirements.

During these visits your system will be inspected for functionality and operational performance. A specified list of maintenance checks will also be performed and the service engineer will give you a report on the work carried out. Remedial works (if required) will be discussed and quotes provided at preferential rates.



BENEFITS OF BEING A SERVICE CUSTOMER

	Coopers Connect+	Coopers Connect	Service Customer	Call-Out Only
Customer Service Adviser	✓	✓	✓	✗
Technical Support	✓	✓	✓	✗
Scheduled Maintenance Visits	✓	✓	✓	✗
Guaranteed Response Times for Emergency Calls	✓	✓	✓	✗
Pre-agreed Spending Limits	✓	✓	✓	✗
On Site Training	✓	✓	✓	✗
No Up Front Payments	✓	✓	✓	✗
Real-time Monitoring of System Issues	✓	✓	✗	✗
Operational and Performance Reports	✓	✗	✗	✗
Access to Secure Web Portal	✓	✗	✗	✗

WHY COOPERS FIRE

As industry specialists for over 30 years, we design, supply, install and maintain a wide range of fire curtains and smoke curtains.

We believe in building partnerships with our customers, many of which exceed 20 years. We are a customer focused organisation with all required accreditations and adherence to British Standards.

COOPERS FIRE SERVICE ENGINEERS ARE THE ONLY INDEPENDENTLY APPROVED SERVICE TEAM QUALIFIED TO CONDUCT THE SERVICING OF ACTIVE FIXED FLEXIBLE BARRIERS FOR FIRE AND SMOKE CONTROL CURTAINS.



If you would like to discuss your service requirements, or would like to request a no obligation quotation.

Please call:

0800 633 5224

Normal Office Hours:

08:30 - 16:30, Monday to Friday

Email: service@cooperafire.com

Web: www.cooperafire.com/service

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