

# Uncontrolled Copy



## **FIRAS CERTIFICATION SCHEME**

### **REQUIREMENTS FOR CONTRACTORS INSTALLING RESIDENTIAL AND DOMESTIC SPRINKLER SYSTEMS**

## Contents

1	Issue Status and Amendment	Page 3
2	Introduction	Page 5
3	Definitions	Page 6
4	Scheme Technical Requirements	Page 7
5	Application for Certification	Page 12
6	Scheme Regulations	Page 13
Appendix 1	Conditions for the use of the FIRAS Certification Mark/Logo	Page 18
Appendix 2	Information required on drawings	Page 20

## 1. Issue Status and Amendment

- 1.1 If this is a controlled copy of the FIRAS requirements for contractors installing residential and domestic sprinkler systems, the organisation to which it has been issued will be provided with details of any changes in accordance with the amendment procedure below. The control status of the document is identified on page 1. Controlled copies are identified as such and are issued as working documents. Uncontrolled copies are issued for information only and will not be updated and should therefore not be treated as working documents.
- 1.2 Each page of the document is identified by a page number, issue number and date. Where an amendment is made, the revised page will bear a new issue number and date of amendment. Original, unamended pages of the document will remain as issue 1.
- 1.3 Where an amendment requires an extra page to be inserted, this is numbered with the number of the preceding page but with the addition of a letter suffix, eg 10A will be inserted between pages 10 and 11 and 10B will follow 10A. The new pages are dated in the normal way.
- 1.4 Any amendment to this document will be identified on the Amendment Page, which will be re-issued to holders of controlled copies with the amended sections/pages. Revised pages shall be inserted in place of existing pages or between existing pages and superseded pages shall be discarded. Where a significant number of amendments are made to this document the entire document will be re-issued under a new issue number. In such cases holders of the document shall destroy the previous issue.
- 1.5 The Amendment Page and the relevant revised pages will be produced by FIRAS, following agreement with the FIRAS Sector Liaison Group, and issued to the holders of each controlled copy of the document, together with an acknowledgment slip (document transmittal) which shall be signed and returned to FIRAS to confirm that the document has been amended. It shall be the responsibility of the nominated representative of the organisation holding a controlled copy of the document to ensure that the document is maintained in an up to date condition at all times.
- 1.6 To ensure that a permanent record is available of all amendments, FIRAS maintains a file of all superseded pages which are marked with the date of withdrawal. The record is held on file indefinitely in order to allow FIRAS to determine the past requirements of the scheme at any time.

## Amendment Page

To ensure that each controlled copy of the FIRAS Scheme Requirements contains a complete record of amendments, the Amendment Page is updated and issued with each set of revised/new pages of the document. Details of the procedures for amending this document are given in section 1 of this document.

<u>Amendment</u>		<u>Discard</u>		<u>Insert</u>	
<u>No</u>	<u>Date</u>	<u>Page(s)</u>	<u>Issue no</u>	<u>Page(s)</u>	<u>Issue no</u>
1	19 <sup>th</sup> April 2004	All	Issue 1	All	Issue 2
2	21 <sup>st</sup> March 2005	1 & 14 to 19	Issue 2	1 & 14 to 19	Issue 3
3	6 <sup>th</sup> October 2005	All	Issue 3	All	Issue 4
4	31 January 2007	All	Issue 4	All	Issue 5
5	4 <sup>th</sup> May 2007	All	Issue 5	All	Issue 6
6	26 <sup>th</sup> June 2007	All	Issue 6	All	Issue 7
7	6 July 2007	All	Issue 7	All	Issue 8

## 2. Introduction

- 2.1 These requirements relate to the FIRAS scheme of independent assessment and certification of contractors who install residential and domestic sprinkler systems and they form part of any and all agreements entered into with any party for the purposes of the scheme.
- 2.2 This scheme does not preclude contractors from installing sprinkler systems under other scheme requirements, however such work cannot be certificated under the FIRAS Scheme.
- 2.3 Installation is deemed to include the design, installation and commissioning of residential and domestic sprinkler systems. Contractors shall take responsibility for all aspects of the installation. Contractors should also offer an appropriate service and maintenance contract to the client/end user. When commissioned to provide such a service, the contractor shall take full responsibility for the service.
- 2.4 The scheme is operated and controlled under the name of FIRAS by Warrington Certification Ltd, who are the authority under which certification against the scheme requirements is awarded. FIRAS is a scheme operated by Warrington Certification Ltd.
- 2.5 All bona fide contractors involved in the installation of residential and domestic sprinkler systems may apply for certification against the scheme requirements.
- 2.6 Contractors who have previously held FIRAS Certification which was terminated by Warrington Certification Limited may have their new application rejected. In addition, any company which is owned / operated by individuals who held directorship / partner status within a company previously certificated which had their certification terminated may also be rejected from applying for FIRAS Certification as described by these requirements.
- 2.7 The main features of the scheme are:
- All systems shall be installed to a recognised standard such as BS 9251:2005, NFPA 13D and NFPA 13R
  - All contractors shall employ suitably trained staff
  - An initial pre-certification inspection of office systems and site installations
  - Random on-going surveillance of a proportion of all installation work based on company activity levels
  - Annual inspections of office systems
  - Ongoing / periodic system design reviews
  - A requirement to notify FIRAS of all contracts awarded using the FIRAS website
  - Issue of a System Installation Certificate
- 2.8 Having demonstrated compliance to these scheme requirements, contractors will be awarded certification and added to the FIRAS Register of Contractors for residential and domestic sprinkler systems.
- 2.9 Liaison between FIRAS and the industry will be effected through a FIRAS Sector Liaison Group. This will generally comprise two representatives of FIRAS, a representative of BAFSA and four FIRAS certificated contractors. Other groups or contractors may be invited to attend if it is considered appropriate. The general terms of reference of this group will be:
- To continually develop and update the scheme
  - To coordinate the views of industry
  - To promote the scheme

- 2.10 The FIRAS fee structure for this scheme is available on request.
- 2.11 The version of these requirements used by the contractor shall be the version current at the time. All those affected shall be advised by FIRAS in writing of any amendments and the applicable dates.

### **3. Definitions**

- 3.1 **The Scheme** – the FIRAS scheme covering the certification of contractors who are responsible for the installation of residential and domestic sprinkler systems and as described in these requirements.
- 3.2 **Applicant** – the organisation (company, partnership, sole trader etc) that is seeking certification within the scheme.
- 3.3 **Contractor** – the organisation (company, partnership, sole trader etc) who is responsible for the installation of residential and domestic sprinkler systems.
- 3.4 **Installation** – is deemed to include the design, installation and commissioning of residential and domestic sprinkler systems.
- 3.5 **Training** – attendance and certification from a FIRAS recognised training course.
- 3.6 **In-house Training** – training provided by a contractor, for installation and maintenance, to a documented schedule, approved by FIRAS. Training to be updated every year by attendance at an in-house refresher course.
- 3.7 **Product Manufacturer Training**  
Product Manufacturer Training relates to training provided to designers / installers in the correct use of equipment / products which are used by the contractors.
- 3.8 **Project Manager** – a directly employed person who is responsible for the day to day control and management of the contract and who is authorised to sign the certificate.
- 3.9 **Installation staff** – persons who have demonstrable competence in residential and domestic sprinkler systems and are directly employed and who have received appropriate in-house (and as applicable Product Manufacturer) training.
- 3.10 **Subcontract Installation staff** – persons who have demonstrable competence in residential and domestic sprinkler systems and who have received appropriate in-house (and as applicable Product Manufacturer) training and who are authorised to work under a subcontract agreement.

- 3.11 **Designer** – a person who has successfully completed a FIRAS recognised training course for design of residential and domestic sprinkler systems. He may be directly employed or employed as a subcontractor.
- 3.12 **Authority having jurisdiction** – a body who has a vested interest in the installation of the sprinkler system eg Building Control Body, Fire Authority, Insurer.
- 3.13 **Design Review** – a process involving the checking of design drawings produced by an applicant / certificated contractor for a contract to verify the installation's design with BS 9251 (or applicable standard to which design has been produced) and to verify hydraulic calculations.
- 3.14 **"Overstamping"** – a process which involves the checking of design drawings produced by a certificated contractor for a contract involving the installation of 200 or more sprinkler heads into a single system to verify the installation's design with BS 9251 (or applicable standard to which design has been produced) and to verify hydraulic calculations. Satisfactory designs will be "stamped" as checked / verified in line with standard by FIRAS and shall be used by the contractor to install the system. Dependent upon proven competence a minimum of the first 5 systems involving 200 or more sprinkler heads undertaken by each "newly certificated company" shall be subject to overstamping.

## **4. Scheme Technical Requirements**

### **4.1 Specification**

All installations shall generally be designed and installed in accordance with BS 9251:2005 (9251) and subsequent updates, or other similar recognised standards (eg NFPA 13D/13R).

### **4.2 Personnel**

A contractor shall directly employ staff who have successfully completed FIRAS recognised training courses in the design, installation and maintenance of residential and domestic sprinkler systems (typically the BAFSA Training Courses). A minimum of one member of staff must have completed the installation and maintenance course and the design course, where the contractor employs more than one member of staff the additional member must have satisfactorily completed the course which is applicable to their duties. It is mandatory that this training is successfully undertaken and "Qualification Certificates" are verified by FIRAS before any certification may be granted.

Where a contractor uses CPVC (or similar) pipework systems and the manufacturer of these provides contractor training (at site or contractor's office), the contractor shall arrange for all installation staff to undergo such training. The manufacturer's representative shall be requested by the contractor to provide evidence of satisfactory training of all installation staff. The contractor shall be required to maintain records of such training and ensure that only those of proven competence shall install such equipment.

All installation and subcontract installation staff shall have received appropriate training (including where applicable, Product Manufacturer Training).

A contractor shall provide evidence of subcontract staff arrangements (designers and installers) in the form of written agreements.

### 4.3 Initial pre-certification inspection of office and site installation

4.3.1 FIRAS will carry out a pre-certification inspection of the contractor's office premises. The contractor shall demonstrate that a management system and procedures are in place that will ensure that, for example:

- Procurement of all materials is in accordance with BS 9251 requirements or similar
- Storage and handling of all products is in accordance with manufacturers recommendations to ensure equipment does not become damaged
- Records are maintained which give full details of installations, including details of the design, materials and personnel involved (Appendix 2 gives details of the information required on drawings).
- Quality control information is available for all contracts carried out (including "as-installed" design drawings and confirmed "running pressure" calculations)
- Records are kept of "system installation certificates" issued
- Records of training details are available for all directly employed staff and sub-contract design / installation staff (where used)
- Subcontract details are available
- Records are maintained of system maintenance agreements and subsequent inspections / maintenance carried out

The company shall operate from a registered office address which the contractor shall demonstrate is the functional operating location for the contractor's business (not an address where post is directed and telephone calls are on-passed to another location). The office shall be the location where the members of staff who are qualified in design and installation shall be based.

FIRAS will not accept any company into the scheme which operate on the basis of a group of companies where one office location carries out all design work for other office locations owned / run by the contractor.

Groups of companies shall only be allowed to join the scheme if they can demonstrate they directly employ design staff and contract supervision staff at all office locations, (the group of companies shall be required to demonstrate that the "designers", "supervisors" are resident at the office locations), "travelling designers" moving from office to office shall not be acceptable to FIRAS. In such cases the Group of Companies shall be certificated as one company and any down scaling of operations from any location (eg design activities being terminated at a group office) will render the Group of Companies Certification invalid from the date of the change in office status.

4.3.2 In addition, FIRAS will inspect a number of installations. All details will be reviewed from procurement of materials, through detailed working drawings (including detailed calculations) to inspection on site and review of all certificates and log books issued, where appropriate. Site inspections will comprise, but not be restricted to, checks on:

- Position of heads and pipe sizes
- Storage and handling of equipment
- Records of alterations and updated "as built designs" (as applicable)
- Records given to client
- Type and position of brackets
- Location of control equipment
- Audibility of alarms
- Power status of alarm back up battery
- Commissioning tests and records of commissioning tests (including confirmation of "running pressures / flows" verifying system requirements are achieved).

- 4.3.3 Contractors applying for certification under the FIRAS Residential & Domestic Sprinkler Scheme shall not be allowed to undertake any job which involves commercial and / or industrial risk (such as shop units), this includes mixed risk jobs where a system is to be installed in a property which comprises both a commercial property with living accommodation combined, (as this is outside the scope of this scheme). No such work may be undertaken and certificated under the requirements of this scheme.
- 4.3.4 Contractors applying for certification under the FIRAS Residential & Domestic Sprinkler Scheme shall not be allowed to operate in "Pyramid Contracting". No FIRAS Certificated contractor shall undertake to provide design and certification capability to jobs which are undertaken on a sub-contract basis where the FIRAS Contractor has no involvement in the installation and / or the commissioning of the job which is undertaken by building owners or installer companies outside of the FIRAS Scheme.
- 4.3.5 No Contractor who successfully becomes certificated under the requirements of the FIRAS Residential & Domestic Sprinkler Scheme shall undertake "labour only contracts" within the FIRAS Scheme. The contractor shall not provide any FIRAS Certification (or make any claims relating to FIRAS Certification in "letters of offer") in "labour only" jobs where the contractor provides installation fitters to another company on a sub-contract basis.
- 4.3.6 No FIRAS Contractor shall issue any documentation for work carried out which is outside of the FIRAS Scheme Requirements as identified by this document which contains the FIRAS Mark or logo in any form (such as cut and pasted onto an unofficial document to infer FIRAS Certification).
- 4.3.7 Subject to a satisfactory verification of training qualifications, inspection of the office premises and the sites, full certification will be awarded. The certificated contractor will then be allowed to use the FIRAS mark as described in Appendix 1.

#### **4.4 On-going surveillance of installation work**

- 4.4.1. After certification is awarded the contractor shall be allocated a secure password controlled area of the FIRAS Website in which to log "Contracts in Hand" and raise all "System Installation Certificates". This area of the website will also contain information on training / competence assessments relating to the contractor and their employees.
- 4.4.2 After certification has been awarded to a contractor, on-going surveillance of system designs and of installation work will be carried out by FIRAS on a random basis the frequency of which will relate to the contractor's activity level.
- 4.4.3 Lodging "Contracts in Hand" on the FIRAS Website must be carried out as soon as the contract is awarded and at latest before the design is commenced.
- 4.4.4 During each year FIRAS will undertake final (detailed) design reviews of both new and existing / progressing contracts. It is a requirement of the scheme that any contract for a single system in a building requiring 200 or more heads shall be subject to design review "overstamping" BEFORE any installation work progresses, (see section 3.14). Design reviews and "overstamping" shall normally be conducted remote from the contractor's office but may occasionally be undertaken at contractor's premises.
- 4.4.5 The choice of sites for random inspection will be made by FIRAS based on the information given in the "Contracts in Hand" lodged on the FIRAS website.

- 4.4.6 The time and date for inspection visits will be agreed between FIRAS and the certificated contractor to ensure the contract work is ongoing at the time of the visit to provide the FIRAS Inspector the opportunity of viewing the ongoing installation to verify compliance with designs and appropriate standards. FIRAS reserve the right to undertake unannounced inspection visits where the contractor may not be facilitating adequate access to ongoing contracts through consultation.
- 4.4.7 All design reviews and site inspections shall be recorded by the FIRAS Inspector on appropriate forms which shall be subject to review by the FIRAS Manager and will be formally issued to the certificated contractor for their records purposes.

#### 4.5 Annual inspections of office procedures

- 4.5.1 At approximately yearly intervals from the date of the award of certification, annual inspections of the office procedures described in 4.3.1 will be carried out by FIRAS.

#### 4.6 Non-compliances

- 4.6.1 Any minor non-compliances raised during an office audit or a design review / "overstamping review" may be closed out via post or at the next surveillance (as applicable). Any major non-compliances identified during an office audit or design review / "overstamping review" inspection may, at the discretion of FIRAS, require a special follow-up visit which may involve visiting sites. The need for such a visit will be discussed and agreed with the contractor.
- 4.6.2 Any non compliances raised as a result of findings from site installation inspections shall result in special follow-up visits to verify close out of the non compliance, this may also involve visits to additional sites. The arrangements for such follow-up visits shall be agreed between the FIRAS Inspector and contractor. No contract with non compliances "open" on it may be certificated until the corrective action to clear the non compliance has been verified by FIRAS. Any contract related non-compliance raised by the FIRAS Inspector shall result in a "Hold" being placed on the contract reference in the FIRAS web based database which shall prevent issue of the system installation certificate until verification of satisfactory corrective action has been established. Where such a non compliance is site based, the FIRAS Certificated Contractor shall confirm to FIRAS that agreed corrective action has been completed on the particular issue and shall afford the FIRAS Inspector facility to revisit the site to verify this corrective action has been effective. Revisits to site to verify completion of the corrective action to address the non compliance shall be charged at the prevailing rate.

**NOTE: Any deviations from the design standard must be agreed by the Authority Having Jurisdiction in writing otherwise these may be identified as non compliances.**

#### 4.7 Contracts in Hand Forms

- 4.7.1 All contracts, **immediately upon award**, shall be notified to FIRAS using the contracts in hand form. This shall be done electronically, via the FIRAS website at [www.firas-database.co.uk](http://www.firas-database.co.uk).
- 4.7.2 The system will automatically issue a unique reference number (URN) for that contract. This number shall be used on other FIRAS documentation, such as the system installation certificates and inspection / commissioning reports.

4.7.3 Where the contractor is unsure of the completion date of the contract a proposed completion date must be entered on the Contract in Hand.

#### 4.8 System Installation Certificates

4.8.1 All contracts, on completion, shall be issued with a system installation certificate by the certificated contractor. This shall be completed electronically, via the FIRAS website at [www.firas-database.co.uk](http://www.firas-database.co.uk). A signed copy of the system installation certificate shall be issued to:

- The Client (signed original)
- Contract file
- The authority having jurisdiction (eg Building Control Body)

4.8.2 The purpose of the system installation certificate shall be to demonstrate that the system and components have been installed to the requirements of the FIRAS scheme and are in compliance with BS 9251 (or similar) and to record any deviations from BS 9251 (or similar) that have been agreed with the authority having jurisdiction in the agreed deviations section on the certificate.

4.8.3 The system installation certificate shall be signed by a FIRAS approved employee of the certificated contractor.

4.8.4 In the case of multiple installations, eg a block of flats, a separate system installation certificate shall generally be issued for each individual flat where there is a control valve at the boundary of the flat.

4.8.5 The contractor shall ensure that the maintenance log book and "as installed" drawings are attached to the system installation certificate for use by the client, as installed drawings are to be correct at date of certification.

4.8.6 The system installation certificate shall be issued to the installed system owner to be retained with the system log book.

4.8.7 Unless an ongoing maintenance contract is in place the certificate can only be valid for 1 year.

4.8.8 The contractor shall raise the System Installation Certificate upon completion of the works on site irrespective of whether or not they have received final payment for works undertaken. It is accepted by FIRAS that the System Installation Certificate may be used by a contractor to obtain outstanding payments from their client and the contractor may wish to withhold its issue until such monies are received, however non completion of the System Installation Certificate leads to a false impression of "live" on-going works in the contractor's secure section of the FIRAS Database. The contractor should raise the certificates and retain them pending finalising contractual arrangements with their client. **FIRAS will not (and cannot) issue a System Installation Certificate on behalf of any certificated contractor at the request of their client.**

## 4.9 System Maintenance

The contractor shall provide the client with offer of a maintenance contract (which may provide an out of hours service), which shall include the scope of ongoing maintenance and the frequencies of such maintenance visits. The contractor shall bring to the client's attention the validity of the system installation certificate being 1 year only and this can only be extended by the completion of programmed maintenance / testing.

The contractor shall maintain records of all system maintenance conducted on behalf of clients and shall complete the system log book progressively as visits are undertaken. The contractor shall highlight to the client (and document) any occurrence / inspection finding which will render the system as designed (and installed) ineffective (such as but not restricted to, a drop in the "running pressure" and flow rate provided by towns main which may require a tank and pump being installed to provide the system with adequate water).

## 5 Application for Certification

- 5.1 An application for certification shall be made on the Application Form together with the fee for the initial inspection. This Form is available for electronic submission on the FIRAS website, [www.firas-database.co.uk](http://www.firas-database.co.uk)
- 5.2 For any further information or details, please contact FIRAS at:

FIRAS  
Warrington Certification Ltd  
Holmesfield Rd  
Warrington  
WA1 2DS

Tel: 01925 646666

Fax: 01925 646667

Email: [jayne.dennett@bodycote.com](mailto:jayne.dennett@bodycote.com)

Ask for Jayne Dennett

## 6. Scheme Regulations

- 6.1 The technical requirements of the scheme are given in section 4 of this document.
- 6.2 Applicants and certificated contractors shall nominate a contact representative and, if appropriate, one or more deputies, authorised to act in the main nominee's absence, who shall be responsible for all matters relating to their FIRAS Certification and via whom all communications between Warrington Certification Limited (FIRAS) and the company shall be directed. Any changes in representatives shall be notified to FIRAS.
- 6.3 Applicants and certificated contractors shall be responsible for allowing FIRAS free / safe access to offices and sites during normal working hours for the purposes of conducting initial audits / inspections, ongoing random surveillance inspections and annual office audits and for providing information and facilities as may reasonably be required by FIRAS.
- 6.4 The nominated representative shall be responsible for informing FIRAS, immediately upon award, of all contracts. This shall be done by completion of the Contracts in Hand Form on the FIRAS website database..
- 6.5 All contracts, on completion, shall be issued with a system installation certificate by the certificated contractor.
- 6.6 Certificated contractors may use subcontract installation staff provided that the subcontract staff have received suitable training and that the certificated contractor has established subcontract agreements with them. Records of such sub-contract agreements and records of competence / training of the sub-contract staff shall be maintained by the certificated contractor.
- 6.7 Certificated contractors shall have the right to use the FIRAS mark as given in this document. **Any promotional material using the FIRAS mark shall be first submitted to FIRAS for approval.** If FIRAS considers the wording or illustration to be misleading in any way, the certificated contractor shall amend the material to the satisfaction of FIRAS. The certificated contractor's right to use the mark is not transferable without the written permission of FIRAS. No certificated contractor shall use the FIRAS mark (or logo) on any document to infer FIRAS Certification is related to undertakings detailed in 4.3.3, 4.3.4, 4.3.5 or any similar to these.
- 6.8 A certificated contractor shall not undertake the installation of any residential or domestic sprinkler system outside these scheme requirements at his discretion or in accordance with the wish of a third party. Any such work will not be certificated by FIRAS and doing so may breach the terms of the contractor's FIRAS Certification.
- 6.9 A certificated contractor shall not bring the FIRAS Scheme into disrepute by undertaking work outside their certificated scope and claiming FIRAS Certification for this work, by knowingly undertaking work where the design and installation is technically non-compliant and will not provide the level of protection offered to the client by the contractor, or any other activity which conflicts with requirements detailed in these "scheme requirements". Certificated contractor conduct which Warrington Certification Limited believes is bringing the FIRAS Scheme into disrepute shall result in immediate termination of the contractor's FIRAS Certification.

- 6.10 A certificated contractor shall conduct their business in "good faith" and in accordance with the requirements of FIRAS Residential and Domestic Sprinkler Scheme as described in this document and any future revisions of it.
- 6.11 A certificated contractor may terminate his certification upon written notification to FIRAS. Such termination may either take immediate effect or it may be agreed to take effect at the next anniversary of the certification date. Upon termination by the certificated contractor or by FIRAS in accordance with these requirements, the contractor shall forthwith discontinue the use of both the FIRAS mark and all claims of certification under the scheme. No further fees will be due from the date of termination except for unpaid fees accruing from before the date of termination. No fees already paid will be refunded. Any contractor who terminates his certification shall be required to undergo full re-certification should they wish to have their certification reinstated at some future date.
- 6.12 FIRAS may, at its discretion, revoke, amend, refuse to grant, renew or extend certification if a certificated contractor fails to comply with the provisions of these requirements or becomes subject to the bankruptcy laws or enters into liquidation or is convicted of any offence tending to discredit its bona fides. Such a decision and the grounds for it will be communicated to the certificated contractor in writing.
- 6.13 FIRAS certification held by the certificated contractor shall be re-assessed on a 5 yearly basis in addition to ongoing design reviews, site inspections and annual office audits.
- 6.14 The FIRAS fee structure for this scheme is given in a separate FIRAS document and is available on request. Failure to pay fees as stated in this document within the specified time shall render a certificated contractor liable to certification being revoked.
- 6.15 FIRAS will investigate any complaint against a certificated contractor received from a third party concerning the certificated contractor's performance in respect of the scheme requirements. FIRAS will, at its discretion, notify the certificated contractor of such complaints in order that corrective actions can be agreed and implemented.
- 6.16 **Complaints Procedure**  
Certificated Contractor Complaining about conduct of Warrington Certification Limited (FIRAS) Staff / decisions taken by FIRAS related to the contractors' activities as covered by this document, complaints related to the operation of the FIRAS Scheme.
- 6.16.1 All complaints should be in writing and addressed to: The FIRAS Manager, Warrington Certification Limited, Holmesfield Road, Warrington, Cheshire, WA 1 2DS. All complaints received by Warrington Certification Limited are investigated and actions taken where appropriate.
- 6.16.2 Upon receipt of the complaint it will be logged on the date of receipt and will be reviewed by the FIRAS Manager at the earliest opportunity.
- 6.16.3 The FIRAS Manager shall conduct an investigation into the complaint which may involve discussion with the FIRAS Inspector, Administrator, Warrington Certification Limited Divisional Manager or a third party to establish basis and background to complaint. If the complaint is not of a confidential nature (one which can be aired in the presence of others who may have similar concerns), the complaint may be discussed at a FIRAS Scheme / Industry Liaison Meeting. In such a case the complainant will be advised of the complaint's inclusion on the agenda of the next liaison meeting and the proposed date of the meeting.

- 6.16.4 The FIRAS Manager shall upon completion of all investigation related to the complaint be responsible for deciding whether or not the complaint is valid / justified.
- 6.16.5 Where the decision is taken that the complaint is valid the FIRAS Manager shall initiate corrective action to address the complaint and shall notify the complainant in writing of the action taken / to be implemented to address the complaint. The FIRAS Manager shall be responsible for reviewing the action taken to ensure it is working to prevent a recurrence of the instance which resulted in the complaint being made.
- 6.16.6 Where the decision is taken that the complaint is not justified, the FIRAS Manager shall notify the complainant in writing of his decision. The complainant shall be offered the facility to appeal against the decision in which case the Appeals Procedure shall be invoked should the complainant decide to appeal the decision.

### 6.17 Appeals Procedure

Applicants and certificated contractors have the right of appeal against any decision made by FIRAS against these requirements and in respect of their application for Certification or termination of a contractor's certification. In order to invoke this procedure the appellant shall accept the following procedure.

- 6.17.1 Notice of any appeal shall be made in writing and addressed to The Divisional Manager, Warrington Certification Limited, Holmesfield Road, Warrington, Cheshire, WA 1 2DS within 14 days of official notification of the decision. The appellant shall clearly set out the grounds for the appeal and shall enclose a cheque for £1,500 made payable to "Warrington Certification Limited" to cover the costs of the appeal (refundable only where the Appeals Panel finds in favour of the Appellant).
- 6.17.2 The appeal shall be reviewed by the Divisional Manager of Warrington Certification Limited (who may consult the Chairman of the Warrington Certification Limited Management Council or the FIRAS Manager), who may contact the appellant to discuss the grounds for the appeal and may request further details if he believes there is insufficient information on which to make a judgement.
- 6.17.3 The Divisional Manager shall attempt to resolve the appeal within 1 month of receipt of the written appeal. If the situation can be resolved to the satisfaction of both the appellant and Warrington Certification Limited within 1 month of receipt and it does not progress beyond this point, the fee is refunded. (This may be as a result of certification being reinstated or by the appellant accepting the FIRAS Manager's decision made to terminate their certification based on the grounds surrounding the incident).
- 6.17.4 In the case of resolution by the Divisional Manager, he will write to the appellant confirming the agreed resolution of the appeal and will return the appellant's cheque for £1,500. **If the appeal can be resolved as detailed above no appeals panel shall be constituted.**
- 6.17.5 If the Divisional Manager's review fails to resolve the appeal, the Divisional Manager shall contact the Warrington Certification Limited Management Council Chairman and request the constitution of an "Appeals Panel". Warrington Certification Limited shall endeavour to facilitate hearing of an appeal by an "Appeals Panel" within 3 months of receipt of the written grounds for appeal.

- 6.17.6 An Appeals Panel specifically constituted for the purpose of hearing an appeal which cannot be resolved by the Divisional Manager will comprise 3 members of the Warrington Certification Ltd Management Council, as selected by the Chairman of the Warrington Certification Limited Management Council. They will be selected such that no member has any direct or indirect commercial interest in the appeal. The Chairman of the Warrington Certification Limited Management Council will not be a member of the Appeals Panel but he will nominate one of the 3 members as the "Appeals Panel Chairman".
- 6.17.7 When the subject of the appeal involves technical matters, the Management Council Chairman may arrange for one or more persons having suitable technical expertise to be available for consultation by the Appeals Panel. In such cases the Management Council Chairman will ensure that the persons nominated have no previous involvement with the certification issue in question.
- 6.17.8 The appellant will be notified of the proposed date of the appeal hearing, the composition of the Appeals Panel and any technical advisors to be made available to the panel not less than 14 days before the date of the meeting. The appellant may challenge the composition of the panel and/or the technical advisors within 2 days of being informed of the composition and shall provide written reasons for any challenge.
- 6.17.9 The "Appeals Panel Chairman" will consider the reasons for any challenge and at his sole discretion will decide whether the composition of the Panel or technical advisors will be changed. In choosing any replacements, the Appeals Panel Chairman will take into account the reasons for the challenge to ensure that as far as possible the same objections will not apply to the replacements. No further challenges will be considered.
- 6.17.10 The appellant has the right to be supported at the hearing of the Appeals Panel by a representative of his choice. Any such representative shall be notified to the Chairman of the Appeals Panel 14 days prior to the hearing. The Chairman has the right, on behalf of the Appeals Panel, to challenge any such nomination.
- 6.17.11 The decision of the Appeals Panel will be decided by a simple majority and the decision will be final.
- 6.17.12 The Divisional Manager of Warrington Certification Limited will be responsible for arranging the timing and location of the appeal hearing by the Appeals Panel which will be advised to the appellant at least 7 days in advance.
- 6.17.13 The original decision will remain in force pending the meeting of the Appeal Panel at which both the appellant, the FIRAS Manager and any other relevant member of FIRAS/WCL will be entitled to be heard in confidence. The Divisional Manager of Warrington Certification Limited, FIRAS Manager or any other person nominated by the Appeals Panel will be responsible for implementing the decision of the Panel. The Chairman of the Appeals Panel will ensure that the appropriate action is correctly implemented.
- 6.17.14 All correspondence related to the Appeals Procedure must be sent "Recorded Delivery".

- 6.18 FIRAS will not disclose to any third party any information about a contractor or his activities gained as a result of carrying out certification of the contractor which may be considered confidential, without the contractor's consent. This restriction will not apply to information required by bona fide accreditation bodies such as UKAS in pursuance of accreditation of the scheme, provided that such information is given to such bodies on a confidential basis. Restrictions will not apply to information which is considered to be in the public domain and available on request to any interested party.
- 6.19 A certificated contractor shall indemnify FIRAS against any financial losses that FIRAS may incur as a result of the certificated contractor's failure to comply with these scheme requirements. FIRAS will maintain insurance cover against liability claims made against it and which may arise from operation of the scheme. The level of cover will be determined by FIRAS to be reasonable in respect of its potential liabilities bearing in mind those prevailing within the certification industry in general.
- 6.20 The interpretation of these requirements and the terms of the insurance cover will be governed and construed in accordance with English Law and in the event of any dispute parties shall submit to the jurisdiction of the English Courts.
- 6.21 Certificated contractors shall comply with the scheme requirements currently in force. These requirements may from time to time be amended at the discretion of FIRAS. Such amendments will be notified in writing to certificated contractors with dates for implementation of the revisions.
- 6.22 Copyright of this document is held by Warrington Certification Ltd. No part of this document may be reproduced in any form without the prior permission of Warrington Certification Ltd in writing. Permission to copy this document for internal use is automatically given to applicants and certificated contractors. Such copies are uncontrolled and this status shall be identified on each copy.

## APPENDIX 1

### CONDITIONS FOR THE USE OF THE FIRAS CERTIFICATION MARK



FIRAS Certificated Contractor XXXX

1. The FIRAS certification mark ('the mark') is a registered certification mark and may be used by certificated contractors.
2. The mark shall only be used in its entirety and without amendment.
3. The mark shall only be used in relation to those services that are within the scope of certification. The mark shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded. The mark shall not be used in conjunction with offers of "labour" only type services or any offers of works where the installation is not the responsibility of the certificated contractor.
4. The mark, when used in association with the National Accreditation Mark (the UKAS mark) as shown below, may be used by contractors on their trade literature, on their letterheads and on any of their display or promotional material. A contractor shall submit his proposals for use of the mark to FIRAS for approval.



5. The mark may also be used on vehicles, buildings and flags but NOT in association with the UKAS mark.
6. The mark, when used without the National Accreditation Mark (the UKAS mark), shall always be used in conjunction with the contractor's certification number placed centrally under the mark in the format given above.
7. The mark shall be used at any size considered appropriate for the application and shall only be used to show the contractor's involvement in fire protection systems. The relative proportions shall always be retained.

8. If the mark is used in association with the National Accreditation Mark (the UKAS mark) on stationery not larger than A4, the maximum height shall be 30mm and the minimum 20mm. However in some circumstances, which are usually dictated by reason of space, the marks may be reduced in size provided they remain clearly legible. Full details of the use of the National Accreditation Mark (the UKAS mark) can be found in the DTI publication ref URN 98/887 which is available at [www.ukas.com](http://www.ukas.com).
9. The mark shall be printed in a single colour, the default reference for which is Pantone ref. 2945C. Alternatively the mark may be produced in black.
10. The contractor shall, at the request of FIRAS, cease to use the mark if FIRAS deem the application inappropriate.
11. A contractor shall, upon suspension of certification, immediately discontinue the issue of documents that display the mark or contain reference to FIRAS certification.
12. A contractor shall, upon termination of certification, immediately cease distribution of all items on which the mark is displayed and shall remove it from any other form of display or promotional application.
13. FIRAS certificates issued within the scope of UKAS accreditation will carry a combined FIRAS and National Accreditation Mark (the UKAS mark).
14. It is a condition of use that the mark shall not be used in any printed advertisements or printed publicity matter directed primarily to the market in the United Kingdom and in the Isle of Man or in retail point of sale display cards distributed by the Registered Proprietor for use within the United Kingdom and in the Isle of Man without indicating that it is a certification mark.
15. Failure to comply with these requirements for the mark may result in withdrawal of certification and legal action under appropriate legislation.

#### CONDITIONS FOR THE USE OF THE FIRAS LOGO



16. The use of the logo, as shown above, may be used for any promotional purposes by certificated contractors but only in relation to those services that are within the scope of certification. The logo shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded.
17. Details of the colour and colour gradation of the logo may be obtained on request.
18. A contractor shall submit his proposals for use of the logo to FIRAS for approval.
19. Failure to comply with these requirements for the logo may result in withdrawal of certification and legal action under appropriate legislation.

## APPENDIX 2

### INFORMATION REQUIRED ON DRAWINGS

The following information shall generally be shown on all sprinkler installation drawings or provided with them. Without this information drawings cannot be properly reviewed and accepted by a third party (e.g. Building Control, Insurance Company, Third Party Certification Body, etc).

- Occupancy classification – domestic or residential
- Name and address of installation
- Location of building(s) to be protected
- Designer's name
- Date drawing prepared
- Design standard – BS 9251:2005/NFPA13D/NFPA13R or similar
- Sprinkler head positions
- Pipe locations
- Pipe sizes
- Pipe material
- Bracket types and maximum spacing permitted for each size used
- Dimensions – between sprinklers, from building structure, from obstructions, sprinkler deflectors from roof/ceiling etc
- Detailed hydraulic calculations (to be provided with drawings)
- Location of obstructions
- Location of control equipment
- Location of alarm sounders – internal and external
- Location of pump and tank – if appropriate
- Schedule of sprinklers – Manufacturer's name, sprinkler type and reference number/letter, operating temperature, K factor (with calcs only), number off (for each type if more than one), coverage and flows used.
- Details of non-protected areas and why they are not protected (unless bathrooms less than 5 sq metres or cupboards less than 2 sq metres)
- Reference numbers/letters of sprinkler heads – to relate to hydraulic calculations indicating which pipe and sprinkler are being assumed to be in operation
- Details of any deviations from the design standard agreed with authority having jurisdiction
- Pump rating – if appropriate
- Water storage tank capacity – if appropriate
- Advised pressures and flows from the town main, if available
- A key to symbols used
- Sectional elevations or relative floor levels
- If a mobile home, the chassis number