

RESPECTIVE RESPONSIBILITIES FOR THIS PROPOSAL

Welcome to the authorised distributor installer partnership. We're delighted that you are part of the growing network of professional installers that wish to grow their business by adding the FirePro fire suppression product range to their offering.

So, as you are aware of our respective roles and responsibilities in this partnership, and to avoid any misunderstanding, we confirm the following:

FirePro UK Ltd are responsible for providing you with:

Physical sales support including the provision of sales tools such as;

- Internal sales training for the many product applications & applicable standards.
- In person or online 1 Hr accredited CPD learning session.

Joint targeted distributor promotional initiatives, that may include;

- Selected sponsorship for sporting and networking events, & trade exhibitions.
- Targeted advertising, email campaigns, case study production.
- Production & delivery of webinar content.
- Physical product demonstrations.
- Loan of Matterport 3D walkthrough technology for installer web content.
- Pro-active social media presence, all for lead generation.
- Listing of partner contact details on FirePro UK website.
- Joint press / social media releases and announcements.
- Promotion of competency via the LPS 1204 3,3 scheme to the specifier community

Our free of charge technical support provides you with;

- Product manufacturers product training for design, installation, commissioning.
- Providing typical schematic wiring diagrams & product support data /manuals.
- Providing FirePro agent density calculation tool and training for its correct use.
- Providing verification of the agent density calculations for individual projects.
- Attending site for the purpose of 'supporting trained installers in the requirements of the product manufacturers operating and maintenance manual'.
- Providing online live support (normal office hours Mon-Fri 09.00am - 5.00PM).
- Attending site to investigate any technical or complaint issue associated with any product that we have supplied, that is still in warranty period.

The recipient/purchaser/installer of the FirePro materials are responsible for the following:

- Assuming full responsibility of the system design.
- Ensuring that all arrangements associated with the design, installation, commissioning, handover and maintenance of the FirePro fire suppression product are strictly undertaken by suitably competent persons (i.e. that can evidence training attendance within 24 months from the date of the required works), all in accordance with:

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1. The product manufacturer's operating and maintenance manual.
2. All applicable health & safety legislation.
3. All codes of practice and standards applicable to the works.
 - Other than the FirePro product, procurement of all associated fully compatible open protocol system devices required to make the completed system.
 - Accepting that FirePro UK Ltd may offer support for supplied products in accordance with the manufacturer's requirements, and (but) that we are neither a consultancy, installation guidance, policing or commissioning authority.
 - Handing the system over to the system user ensuring that all applicable information for the ongoing safe management and use of the system is clearly communicated and suitably acknowledged.