



Security.Improved

## Terms and Conditions for EVACUATION ALERT SYSTEMS SILVER Certificates of Compliance

1. This certificate is issued subject to the Regulations and other rules of the SP207 scheme.
2. NSI reserves a right to inspect by its duly authorized representative the subject installation and this certificate is conditional on the customer identified in part 2 of the Schedule allowing from time to time during business hours a duly authorized Inspector of NSI access to inspect the installation and the Issuing Company identified in part 1 of the schedule access to the premises and permitting the relevant modular organization to undertake such works as in the opinion of the NSI may be necessary to ensure that the said installation complies with the said Standards and or Codes of Practice and with all other requirements of NSI.
3. NSI requires every SP207 approved company, recognised as a provider of fire protection systems, to issue a certificate for any work it carries out, within a new fire system, and for which the company holds Registration. If it is responsible for just part(s) of the complete system, then it will issue a modular SP207 certificate. If it is responsible for all the work or is contractually responsible for issuing the full certificate, then it must issue the final BAFE certificate. Module certificates should be issued at the completion of each module. The final BAFE certificate of compliance should be issued upon the successful completion irrespective of whether or not the remote signaling connection has been made. Failure to issue a certificate as required by this scheme may result in the company's SP207 registration being cancelled.
4. Should the customer be dissatisfied with the work covered by this certificate, he/she should at first contact the Issuing Company at its local office. If satisfaction is not obtained at this level, the customer should address a written complaint to the customer relations executive of the Issuing Company at the company's head office. If the customer remains dissatisfied, he may address a written complaint, outlining the nature of their dissatisfaction and the circumstances of the Issuing Company's response, to the offices of NSI.
5. NSI will not normally consider complaints unless the registered organization has been given the opportunity to resolve the dispute as set out above.
6. NSI will seek to resolve the dispute between the contracting parties. NSI will not involve itself in any discussions or negotiations with the customer with regard to loss claims or potential loss claims, outstanding payments or interpretation of Issuing Company's terms and conditions of contract. Consequently, NSI does not accept liability.
7. This certificate confirms compliance with the requirements of this scheme as applicable at the date of issue of the certificate. NSI cannot undertake to investigate any query or complaint in relation to the installation if future changes to Standards, Codes of Practice, policies or other regulations render the installation in need of updating or other modification. In that event, the appropriate update or modification should be carried out by an organization holding SP207 registration and a new certificate issued.
8. NSI cannot undertake to investigate any query or complaint arising in relation to the installation unless the installation is and remains covered by a maintenance agreement between the customer and an organization recognised by NSI.
9. NSI does not accept any responsibility or liability for any defect there may be now or hereafter in the installation or for its failure to work at any time and no warranty or condition express or implied and whether statutory or otherwise is given by NSI in regards to the above installation either to the Issuing Company or to the customer and whether or not any such defect or failure should be apparent or occur after any inspection carried out by NSI's representative has been carried out on the installation or any part thereof.
10. Unless the Issuing Company's obligations to NSI in respect of the installation are undertaken by another registered organization, NSI will not be able to enforce its rules and Standards on the registered organization or on their successor in business in respect of any installation if the Issuing Company ceases to hold SP207 registration.
11. This certificate is issued subject to the terms and conditions of the Issuing Company for the supply and maintenance of the said installation to the said company's customer which should be deemed to be incorporated herein and shall not be deemed to be varied or superseded by any of the provisions hereof.
12. This certificate shall, at all times, remain the property of NSI who may withdraw it at any time after the Issuing Company has ceased to hold SP207 registration or at any time after NSI is of the opinion that the Issuing Company has not complied with its obligations under the rules of SP207.
13. On this certificate and in these terms and conditions, where the context permits, the reference to the Issuing Company shall include any registered organization which shall undertake the Issuing Company's obligations to NSI in respect of the subject installation.
14. A record of this certificate is held securely on the NSI database with access limited to the Issuing Company only. This allows a revised or copy certificate to be issued on request of the Issuing Company. Any personal data referenced will not be shared or processed otherwise by NSI, including the name and address details of the end user.