

## **ADDITIONAL TERMS AND CONDITIONS FOR SERVICE EXCHANGE, REFILLS AND DISPOSAL**

These Terms and conditions are **Additional** to Concept Gas Fire Suppression Ltd's Standard Terms and Conditions provided separately.

### **SERVICE EXCHANGE CYLINDERS**

1. All electrical and mechanical decommissioning and reconnection of cylinders are to be undertaken by the customer unless specified in our proposals by Concept Gas Fire Suppression Ltd.
2. All cylinders are to be made available at a central location accessible by HGV unless advised and agreed upon previously.
3. Top caps and valve covers will be in a condition to enable our operative to safely remove (not seized) from the cylinder.
4. All cylinder valves must be in good condition and operative. Damaged valves or parts will be replaced and invoiced.
5. On delivery of cylinders the trained and qualified site operative takes full responsibility and ownership of goods.
6. Cylinder Survey Sheets **shall** be fully completed, with all information, and returned with any purchase orders placed. Failure to do this may result in incorrect size/height cylinders/parts being dispatched. Concept Fire Suppression Ltd will not accept responsibility for any errors or omissions on orders if a cylinder survey sheet has not been completed.
7. All deliveries are made during office hours and 45 minutes waiting time is included in the quotation. Any additional time on site without prior notice **will** be invoiced at £45 per hour. Unrestricted parking to be made available. Timed deliveries may incur a surcharge. Parking restriction to be notified prior to delivery. Failure to do this may incur parking penalties.
8. All prices are dependent on cylinders being full and any discrepancies in fill weights will be charged at Concept Fire Suppression Ltd's list price.
9. Unless previously withdrawn, prices are valid for 30 days from the date of Quotation.
10. Cylinder sizes are as per manufacturer guidelines but can vary by + or – 15mm.
11. (HYGOOD QUOTES ONLY) Please request a copy of Tyco recommendations for Hygood Actuator replacement. These can be supplied only by us each if required for an additional cost. Full part specification will always be necessary.
12. Exchange cylinder surcharge – Any delayed exchange cylinders **will** be charged at £10 per cylinder per calendar day after a period of 4 weeks after initial delivery.
13. Any necessary component valve parts which are found to be missing from service exchange cylinders **will** be charged at Concept Fire Suppression Ltd's list price.
14. Service exchange delivery prices are based on delivery and collection on same day. If the return of the exchange cylinders is delayed additional transport costs **will** be incurred.
15. Delivery dates are estimated and not guaranteed. If delivery is required before the quoted lead time a surcharge may be payable. Concept Gas Fire Suppression Ltd isn't liable for any loss or damage due to late delivery.

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16. All exchange/returned cylinders must be securely packed for safe transportation back to Concept Gas Fire Suppression Ltd. Any damage in transit **will** be chargeable.
17. All cylinders are tested within a six-month period before delivery.
18. The cylinders within this order will be hydrostatically tested and the extinguishing quantity replaced based on the original contents as determined by the purchase order. No validation of the appropriateness of the agent quantity or system design has been undertaken as part of this process.
19. Prices quoted are for cylinder quantities stated. If the quantities differ refer back for an updated quotation.
20. (INERGEN /IG541 Cylinders) Cylinder valve and actuation heads must comply with current regulations (12-4 valve with MK-1 head/12-6 valve with ASK-1 head). Any discrepancies will be charged.

### **COLLECT/TEST/REFILL/RETURN**

21. On collect/test/refill/return cylinders the quoted price does not include cylinders, new parts, valves etc. if parts fail.
22. The cylinders within this order will be hydrostatically tested and the extinguishing quantity replaced based on the original contents as determined by the purchase order. No validation of the appropriateness of the agent quantity or system design has been undertaken as part of this process.
23. All Hydrostatic testing conducted at Concept Fire Suppression Ltd is done so using the Proof Pressure test method, in accordance with CGA Pamphlet C-1 section 7, BS EN 1803:2002 or BS EN 1968:2002 depending on the specification of the cylinder. No other methods will be considered except where stated in regulatory or statutory requirements.
24. (FOR DISPOSAL) All waste cylinders must be packed securely and labelled in separate boxes/containers applicable to their hazard group i.e. 2.2, 2.3, 2.1 etc.
25. (FOR DISPOSAL) Packaging must be specified and confirmed by digital photos and approved by Concept Fire Suppression Ltd before delivery/collection.
26. (FOR DISPOSAL) Cylinders not in compliance with conditions stated will be rejected and sent back to the customer at their expense.
27. (FOR DISPOSAL) All cylinders must have pins and safety caps for transportation. These can be supplied upon request.
28. All cylinders should have valves in operating state and gas content must be identified. Additional charges may apply.
29. (FOR DISPOSAL) Minimum charges apply.

### **BULK SALE**

30. Bulk tank/vessel surcharge – Upon request Concept Gas Fire Suppression Ltd can provide bulk deliveries (minimum of 500kg) in Concept Fire Suppression Ltd owned tanks (depending on tank availability). Tanks will be offered to the customer on a loan basis (free of charge) for a period of 3 months. After 3 months, a rental surcharge of £100 per tank per month **will** be charged.

## **WARRANTY**

31. (FOR HALOCARBON AGENTS) With reference to the NFPA-2001 Standard on Clean Agent Fire Extinguishing Systems (2008) - if a cylinder shows a loss in pressure (adjusted for temperature) of more than 10 percent it shall be refilled or replaced.
32. (FOR INERT GAS AGENTS) With reference to the NFPA-2001 Standard on Clean Agent Fire Extinguishing Systems (2008) - if a cylinder shows a loss in pressure (adjusted for temperature) of more than 5 percent it shall be refilled or replaced.
33. A six-month warranty is offered on above mentioned pressure loss allowances for service exchange cylinders. No warranty is offered on refill services.
34. Cylinders found to be under above mentioned pressure loss allowances must be reported to Concept Gas Fire Suppression Ltd immediately and returned to our site for a full inspection.
35. On completion of a full inspection by Concept Gas Fire Suppression Ltd trained staff, a report will be completed and emailed to the customer. Depending on the outcome the customer may be liable for replacement costs.

## **TESTS AND INSPECTION**

36. All testing and inspection shall be done at our premises unless otherwise stated. All records shall be confidential and not disclosed to third parties unless advised by the customer or required by law.
37. If for any reason any part of the inspection process has to be sub contracted, the customer will be informed prior to commencement of works

## **COMPLAINTS AND APPEALS**

38. Our full procedure for complaints and appeals can be requested from our General Manager at [info@conceptfire-uk.com](mailto:info@conceptfire-uk.com)

## **CONFIDENTIALITY**

39. Unless otherwise agreed all testing and inspection specified by the customer or implied by the order or customary to the sellers practice shall be at the sellers works and shall be final, all records will be treated in confidence and results will not be disclosed to third parties unless requested by the customer, or divulged as required by law, in which case the customer will be informed appropriately in advance of release.

## **PURCHASING**

40. All purchasing will follow our standard terms and conditions including confidentiality.