

Instrument Service Policy Fire Testing Technology Ltd.

1. Purpose

This policy defines the approach taken by Fire Testing Technology Ltd. (FTT) when providing instrument servicing, maintenance, inspection, repair, and support activities at customer sites or within FTT facilities.

2. Health and Safety

FTT is committed to ensuring the health, safety, and wellbeing of its employees, customers, and contractors during all service activities.

FTT engineers must be able to work in a safe environment whilst attending customer sites. Customers are responsible for ensuring that site conditions comply with all relevant health and safety requirements and that appropriate access, equipment isolation, and safe working conditions are provided before work begins.

FTT engineers have the authority and responsibility to refuse to commence or continue any work where they believe conditions are unsafe or where adequate safety measures are not in place. This includes, but is not limited to:

- Unsafe access or working conditions
- Exposure to hazardous substances or environments
- Inadequate electrical or mechanical isolation
- Lack of required permits or safety documentation
- Unsafe customer behaviour or practices

Where work cannot proceed safely, the engineer will report the issue to both the customer representative and FTT management. Service activities may be postponed or cancelled until the identified safety concerns are resolved.

All FTT service engineers are regularly trained and re-trained in gas safety and working at height procedures and are IPAF license holders for categories 3a and 3b.

3. Serviceability of Older Instruments

FTT will make reasonable efforts to support and service legacy instruments where possible. However, due to the age and condition of certain equipment, servicing or repair may not always be technically or economically feasible.

Some older instruments may contain obsolete technology, discontinued components, unsupported software, or non-serviceable assemblies that prevent effective maintenance or repair. In such cases, FTT reserves the right to decline service support where:



- Replacement parts are no longer available
- The technology is obsolete or unsupported
- The condition of the equipment presents reliability or safety concerns
- Calibration or performance cannot be verified to acceptable standards
- Repair costs are disproportionate to the value or performance of the instrument

All decisions regarding the serviceability of older instruments will be made on a case-by-case basis.

4. Inspection Visits

In some circumstances, FTT may require an inspection visit or preliminary assessment before confirming whether service or repair work can be undertaken.

An inspection visit may be required to:

- Assess the overall condition of the instrument
- Determine availability of parts and technical support
- Evaluate safety and operational risks
- Confirm the scope and viability of repair work
- Provide an accurate quotation or recommendation

Following inspection, FTT will advise the customer whether servicing can proceed and provide any relevant recommendations, limitations, or alternative options.

5. Customer Information and Additional Charges

Customers are responsible for providing complete, accurate, and timely information relating to the instrument, site conditions, service requirements, access arrangements, utilities, and any known faults or operational issues prior to the commencement of service activities.

Where incorrect, incomplete, or delayed information or communication results in additional work, delays, repeat visits, extended attendance time, aborted visits, additional travel, or the requirement for additional resources, FTT reserves the right to apply additional charges to recover the associated costs.

FTT will make reasonable efforts to notify the customer of any such additional charges as soon as practicable.

6. Remote Technical Support and Telephone Assistance

FTT may, at its discretion, provide remote technical support, troubleshooting assistance, software guidance, telephone support, email support, or remote PC access support to customers in connection with instrument operation, servicing, commissioning, or fault investigation.

Whilst FTT will make reasonable efforts to assist customers remotely where possible, extensive remote support can require significant engineering and technical resources. FTT reserves the right to limit, charge for, or decline ongoing remote support activities where:

- The level of support requested becomes excessive or disproportionate
- Repeated or prolonged troubleshooting is required without resolution
- The customer has not purchased service agreements, support contracts, parts, upgrades, or equipment
- The issue arises from third-party equipment, customer modifications, operator error, site conditions, or non-FTT systems
- Remote support activities significantly impact FTT operational resources

FTT may apply additional charges for remote support time, including telephone support, email correspondence, virtual meetings, remote desktop sessions, software investigations, data reviews, and engineering time spent diagnosing customer issues remotely.

FTT reserves the right to define reasonable limits for complimentary pre-sales or post-service technical assistance. Continued support may be subject to quotation, service agreement, or purchase order acceptance.

FTT also reserves the right to discontinue ongoing support where repeated assistance has not resulted in equipment purchase, confirmed service work, or resolution progress.

7. Limitations of Liability

FTT shall not be liable for delays, incomplete service work, or inability to repair equipment where factors outside FTT's reasonable control prevent completion of the work, including unsafe site conditions or obsolete equipment limitations.

8. Policy Review

This policy may be updated periodically by FTT to reflect operational, technical, or regulatory changes.

9. Customer Acceptance

By accepting a quotation, placing a purchase order, scheduling service activities, requesting remote support, or otherwise instructing FTT to proceed with work, the customer acknowledges and accepts the terms of this Instrument Service Policy.

Where requested by FTT, customers may also be required to provide signed acceptance of this policy prior to commencement of service work, inspection visits, remote support activities, repairs, or maintenance services: