

Service & Maintenance



Servicing your system is crucial

"The Fire Safety Reform Order 2005 states that maintenance of smoke ventilation systems is the responsibility of the building operators and owners."

Smoke ventilation only protects people / property when in full working order. You must make sure that everyone on or nearby the premises can escape safely in a fire. Keeping your system in perfect condition is of paramount importance.

Dyer's preventative maintenance packages are tailored to each building and its' occupants. Systems that are regularly maintained will save lives and money in the long term.



Site response times

Under all packages, Dyer will endeavour to respond to all emergency faults within 72 hours. Non-emergency callouts will take priority within our maintenance schedule.

We do not carry out any unauthorised repairs and will quote for any parts / additional labour before carrying out work. Dyer also offer a reactive maintenance package tailored to specific needs.

What can Dyer do for you?

With over 25 years of experience in the industry, Dyer Environmental Controls Ltd specialise in automated smoke and natural ventilation systems. These systems form part of the buildings fire and safety strategy, providing people with a safe means of escape.

As specialists in ventilation systems, Dyer is also able to offer a range of reactive maintenance support:

- Supply replacement parts / suitable alternatives
- Specialist engineer investigation & diagnostics
- Specialist engineer repairs & replacements
- Phone based technical support
- Survey systems

We work with public and private sectors throughout the UK, providing a service to suit you. Portfolio agreements are available for customers with multiple sites. Benefits include reduced costs, dedicated Account Manager and 6 monthly service review.

Typical Dyer staircase system:

- Control panel with breakglass
- Fire / smoke alarm
- Breakglass unit
- EN Certified vents



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Dyer's planned service level options

Planned preventative maintenance is essential to ensure ALL ventilation systems are reliable and operate correctly. It will also prolong the life of a system by ensuring that early signs of faults and wear and tear are picked up on. All systems are serviced, manual, natural and smoke.

Planned Preventative Maintenance packages can be customised for manual winding gear, natural and smoke ventilation systems to suit all budgets and requirements. Levels Silver and Bronze are available.

Level	B	S
2 scheduled 6 monthly visit per year		•
1 scheduled visit per year	•	
Labour for all callouts between service visits is FOC	•	
Additional callouts are chargeable		•
Replacement parts are charged at current list price	•	•
Office hours phone based technical support	•	•
Certification of completed works	•	•
Dedicated Account Manager	•	•

The important rules & regulations

The information detailed below is a summary of The British Standards BS7346, BS9999, BS9991, Building Regulations Approved Document B, EN12101 and The Regulatory Reform Order 2005. It is intended to provide summarised information relevant to the planned preventative maintenance of Smoke Ventilation Systems.

It is the responsibility of building operators and owners to provide a suitable procedure of maintenance for the smoke ventilation installation to ensure the system is in efficient working order and in good repair.

In addition to weekly testing, BS 9999 also states that an agreement should be in place for 6 monthly and yearly inspections to be carried out. The Order refers to a 'competent person' familiar with the fire engineering performance specifications of the installed system to undertake this work.

Planned inspection, maintenance and testing procedures should be established and used to ensure all fire protection systems operate effectively when required.

A formal agreement should be made with the installer or the installer's representative to provide the regular inspection and testing.

Dyer can provide proof of maintenance of the smoke ventilation system (primarily installed as part of a life safety system) and this must be retained. This may be called upon in the event of a fire for both legal and insurance purposes.

