



Smoke Detect Third Party Upgrade Policy

If a property currently under a Smoke Detect service plan is upgraded by a third-party provider, Smoke Detect may refuse to service the property for excessive fault call outs. If Smoke Detect are required to attend to the property repeatedly due to the installation, the quality of the alarms installed, or to rectify any further issues, additional call out fees of \$85 + GST will apply.

If Smoke Detect attend to a property that has been upgraded by a third-party provider and Smoke Detect deem this property to not meet the new 2022 legislation, the Real Estate will be issued with a report stating that Smoke Detect find the property to not meet the requirements for the new legislation. The Real Estate will be notified immediately and the responsibility for the compliance and safety of this property will be handed back to the Real Estate at once. Smoke Detect will no longer accept further responsibility for the safety and compliance of this property until either the property is upgraded to meet legislation, or Smoke Detect receives a work order to rectify. Smoke Detect will provide the Real Estate with a report and a quote to bring the property in to line to meet the new requirements.

If Smoke Detect attend to a property that has been upgraded by a third party and Smoke Detect deem the alarms to be faulty, the Real Estate will be notified at once and Smoke Detect will seek approval to replace these alarms immediately. If Smoke Detect do not receive immediate approval, the responsibility for the property is handed back to the Real Estate and Smoke Detect will no longer accept further responsibility for the safety and compliance of this property until either the property is upgraded to meet legislation, or Smoke Detect receives a work order to rectify.

Smoke Detect will NOT replace any faulty or expiring alarms that have been installed by a third-party provider for free. All faulty alarms will be left onsite for the third party/landlord to claim warranty/replace. Smoke Detect will not complete any warranty works for alarms not installed by Smoke Detect unless a work order has been received and invoicing arrangements have been made.

Smoke Detect will NOT replace any damaged alarms free of charge under our service plan – if a Smoke Detect installed alarm is damaged by a tenant, Smoke Detect will replace the alarm to ensure that the property remains compliant, and an invoice will be sent to the real estate. If an alarm is damaged and it was a third party install, Smoke Detect will seek approval to replace and invoice for this alarm immediately. If Smoke Detect does not receive approval to replace the alarm, the responsibility for the compliance and safety of this property will be handed back to the Real Estate at once. Smoke Detect will no longer accept further responsibility for the safety and compliance of this property until either the property is upgraded to meet legislation, or Smoke Detect receives a work order to rectify. Smoke Detect will provide the Real Estate with a report and a quote to bring the property in to line to meet requirements.

Smoke Detect recommends installing the same brand of alarms throughout a property. Multiple brands may fault when interconnected.

Notice of Risk: Smoke Detect will not be held liable for any fire, property damage, personal injury or death resulting from a property that has been left non-compliant by a third-party upgrade or a property that has been upgraded by third party resulting in incorrect or faulty electrical wiring.