



## **FIA Product Fault Notification Procedure**

This FIA procedure outlines the steps to take when FIA is informed of an issue regarding a fire protection product in the market place.

**Note: this procedure is applicable to all products, portable fire extinguishers, fixed systems, fire detection and alarm systems**

The FIA can be informed of a product issue in one of two ways:

- a) By the manufacturer (this may or may not be an FIA member)
- b) By an external source

If the FIA is contacted by the manufacturer the FIA will liaise with the manufacturer in order to circulate the information they have prepared on the issue.

If the FIA is contacted by an external source after discussing the issue with the informant the FIA will contact the manufacturer and establish the following:

- 1) Were they aware of the issue;
- 2) What steps have they taken to determine the cause of the problem;
- 3) What steps are being taken to resolve the issue;
- 4) How many units are involved [Batch details, identification];
- 5) Does it or will it involve a product recall;
- 6) How are they informing their clients of the issue [Copy of notice];
- 7) Is the issue limited to one manufacturer or more;
- 8) What actions are required by the FIA;
- 9) Can we circulate your notice to the membership.

The FIA Technical Department will contact the chairmen of the relevant FIA Councils and working groups to advise them of the issues and agree the FIA actions

The FIA Technical Department will draft appropriate guidance and circulate this to Councils/working groups for approval. The guidance when published will contain the usual FIA disclaimer.

The FIA will then issue guidance on the issue.

This process should occur within two weeks of FIA being informed of the issue.

# Flow chart of the process

