

Labrobin Pty Ltd
T/A Red Men Fire Protection
ABN 72 079 715 067
Phone: 1300 725 594 Fax: 02 43020958
PO Box 4534 Lake Haven NSW 2263
Web: www.redmen.com.au

21th August 2020

Regarding:

Request for waiver

Reference:

Alarm number:

Billing advise number:

Incident Date

To whom it may concern.

We wish to seek a waiver for the above-referenced alarm activation on the following grounds.

Criteria 7 – Alarm Detector Replaced or Relocated to Reduce False Alarms

We seek a waiver under clause 7 of the fire rescue claim guide. Redmen attended the site thru Job #340537 last 18 June 2020 to resolve a defective detector onsite. Also, we supplied 2 X spare detectors so as the site can reinstate faulty detectors faster. Invoice number 576270 was issued to the customer.

Criteria 3 – False Alarm Beyond Control of Customer

We seek a waiver under clause 3 of the fire rescue claim guide as the operation was outside of the control of the client. Last June 9, 2020 there was a surge in town's mains that triggered alarms on the same day and also on the 19th of June 2020. Redmen attended thru job 340560 the site to increase the cut in/off of the auto jacking pump to eliminate possible alarms from surge of town's mains. . Invoice number 577635 was issued to the customer.

Criteria 5 – Alarm Installation Equipment Repaired or Replaced to Reduce False Alarms

We seek a waiver under clause 5. Redmen determined that it was the pressure switch setup that causes the alarms.

Job 341451 was approved by the customer to rectify the problem. The pressure switch was decommissioned on the alarm line and plugged off. Then a Flow Switch was installed and set to 60 seconds that will prevent future alarms. Invoice number 577720 was issued to the customer.

Based on the above we seek a waiver for this alarm fees.

Payment Accepted By:



Direct Deposit - Commonwealth Bank - Lake Haven BSB: 062 691 Acct # 102 31661

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Please feel free to contact me if you have any further questions.

James Donegan
National Sales Manager

B. MGMT (U. Newcastle) & Grad. Cert Occupational Health & Safety (U. Newcastle)
Accredited Practitioner (Fire Safety) FPAA Accreditation #F039764A

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