

FireAngel®

Spring is in the air!



Our quarterly newsletter is back to inform and inspire! We're delighted to keep you updated on all the products, services and exciting things happening here at FireAngel. We appreciate your support and look forward to more growth and expansion as 2019 continues.



Innovation



Reliability



Service



Leicestershire Awareness Session

Leicestershire FRS hosted a free training session to anyone providing a service within the homes of vulnerable people or oxygen users.

We attended alongside local partners and councils who also support Leicestershire FRS. January's awareness session focused on raising awareness about our Assisted Living Solution range, risks associated with using oxygen within a home, and general home fire safety awareness.

We are proud to offer a specialist range of Assisted Living Solutions designed to help protect those with hearing loss, who may not hear the audible alarm from a smoke, heat and CO alarm.



NFCC The UK Fire & Rescue Landscape 2019

In February, we attended the UK Fire and Rescue Landscape 2 day event – event held in Northamptonshire and hosted by NFCC.

FRS attendees had the opportunity to engage with companies that supply products to the fire sector. The event raised awareness across the whole sector and covered the key issues facing the UK FRS.

Click here to visit the NFCC website and keep up to date with future NFCC events.



FireAngel Head Office Tours

South Wales FRS and Avon FRS recently visited our Coventry office and each received tours of our Research and Development labs.

Remember our office tours are open to all brigades, if you haven't yet visited, contact Claire to organise a date!

[Click here to find out more.](#)

BBC One's Crimewatch Roadshow

Who spotted our Strobe and Pad alongside Leicestershire Fire and Rescue Service?!

In March, Leicestershire FRS appeared on BBC One's Crimewatch Roadshow. Dave George and Sophie Smith appeared alongside BBC One's Rav Wilding, to talk about deaf awareness training and specialist fire alarms.

If you missed it, BBC iplayer is the place to catchup!



Our Latest Resources



Bedfordshire FRS CO Q&A with Project Shout

Stephanie Godfrey, Home Safety Advisor for Bedfordshire FRS teamed up with Project Shout to discuss the importance of having a Carbon Monoxide (CO) alarm within a home to ensure CO safety.

[Click here to watch the video.](#)



West Midlands FRS Training Videos

Last year we worked with Alan Swift from West Midlands FRS to produce a series of new training videos for the deaf community covering Wi-Safe product training and Strobe and Pad Troubleshooting.

To download videos, simply email Claire requesting download links for WMFRS videos.



NFCC Troubleshooting Guide

"NFCC's home safety committee have been working with alarm manufacturers like FireAngel to produce a simple troubleshooting guide, to ensure households and fire service staff have advice and information to keep their alarms in safe and working order. The guide aims to provide helpful information about smoke alarms which are installed as part of FRS Home Safety Visits. In hope to reduce the number of non-working alarms identified at incidents and reduce the return rate of alarms installed by FRS, additional guidance on maintaining alarms has also been included. We hope you find this resource helpful."

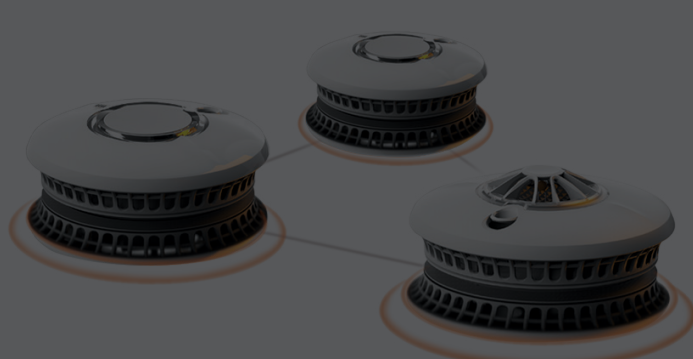
Jim Bywater, Staffordshire FRS – NFCC Home Detection Lead

Scottish Legislation Update

New fire safety legislation within Scotland changed on 1st February 2019, this extends the already high standard of protection from fire and carbon monoxide. This will require the fitting of long-life interlinked smoke and heat alarms with carbon monoxide alarms also required in all homes in Scotland.

This will take place over a two-year period commencing February 2019 with amendments to the Housing (Scotland) Act and Scottish Housing Quality Standard.

[Click here to find out more.](#)



Tim Bishop. Head of Technical Support

Meet our new Head of Technical Support

We value customer service and the technical support we offer our customers, earlier this month we interviewed Tim Bishop, read the full interview to gain an insight into how we support our FRS partners:

What are your key responsibilities as Head of Technical Support?

"We have a dedicated Technical Support team based at our head office, who take enquiries via telephone, email, and online channels from all customers, including Fire and Rescue Services, installers, end-users.

I manage and oversee the team who provide daily support to ensure FireAngel offer the very best customer service and technical support."

When did you join FireAngel?

"November 2009"

Tell us about your background and experience with FireAngel?

"I joined FireAngel initially as a Customer Support Call Advisor. As the years have passed and both FireAngel and the team have grown, I have since had several roles including Technical Support Advisor, Senior Supervisor, Technical Support Manager which has led me into the role as Head of Technical Support. Having worked at every level within the department, I have developed extensive technical knowledge to support all levels of enquires and have dealt with UK and International customers, ranging from end-users who are predominantly home-owners to our largest customers including

large distributors. I am confident in understanding what it takes to succeed and perform to ensure we offer all our customers, including the FRS, the very best customer service and technical support in a timely manner."

How does your department support FRS?

"We offer a bespoke fast-track telephone line, 02477 717 580, which is a dedicated support line for members of the FRS. FRS members should call this line to ensure enquiries are dealt with as a priority. As this is an exclusive line specifically for FRS and to ensure calls are 'fast-tracked', we kindly request this number is not passed onto end-users and is strictly used by FRS members only.

Our team also work in collaboration with our Research and Development and Quality team. Both teams are based on-site and analyse diagnostic data to produce external reports for serious incidents. Allowing us to support the FRS by providing an insight to the investigations and drive future product improvements."

Work aside, tell us a little about yourself?

"Originally from Portsmouth but moved to the Midlands after meeting my lovely wife. A football enthusiast and proud father to two children, I enjoy the great outdoors and listen all music genres."

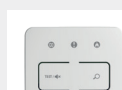
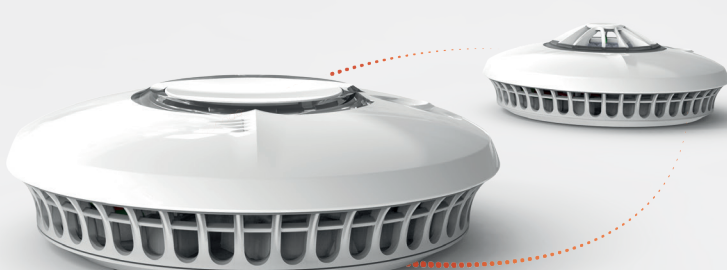
Who recently spotted FireAngel on 'This Time with Alan Partridge'?

[Click here to watch](#)

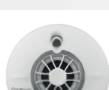
Wi-Safe 2

Our Wi-Safe 2 enabled products enable wireless communication with any other Wi-Safe 2 product allowing up to 50 devices to be wirelessly interlinked. When one alarm sounds, they all sound. Contact Claire to find out more about our Wi-Safe 2 range

[Click here to find out more.](#)



Wireless TSL Alarm Control Unit
WTSN-SN-1 £20.00



Wireless Interlink 10 year Heat Alarm
WHT-630 £26.00



Wireless Interlink 10 year Carbon Monoxide Alarm
W2-CO-10XT £29.00



Wireless Low Frequency Sounder
W2-LFS-630 £30.00



Wireless Interlink Strobe & Vibrating Pad
W2-SVP-630L £30.00



Wireless Interlink 10 year Smoke Alarm
WST-630 £15.00

Contact **Claire O'Meara** to find out more on **07837 070 803** or **comeara@fireangeltech.com**



Support with images or content?
Contact our Marketing Team

024 7771 7700
marketing@fireangeltech.com

Technical enquiry?

Contact our Technical Support Team

0800 141 2561
technicalsupport@fireangeltech.com

Order enquiry?

Contact our Logistics Team

024 7771 7653
ordermanagement@fireangeltech.com