



Beverly Hills Fire Department

FIRE PREVENTION

DID YOU KNOW!

When someone enters your business to perform any type of fire protection work, there are four things you should **CONSIDER** before retaining their services:

- The service company should always introduce who they are, and what company they are from. They must present a copy of a current city business license from the company they represent. Also, the individual must have in hand any current issued License from California: Fire Sprinkler C-16, Fire Alarm C-10, Cert. of Dealership for Engineered Fire Systems & SFM E-Concern License Company for Extinguishers.
- Ask to be shown any deficiencies or defects prior to any repair or replacement. You have the right to be know what work/service is needed, before they start and why. (Verify that actual repair or replacement was completed.)
- Before any work begins, get a written estimate of charges. Have everything in writing! Invoicing and recordkeeping are important for your business and legal avenues.
- They must leave any parts that they have replaced and charged you for. They must leave you with a signed invoice.

Note: Always observe or be aware of the service technicians actions/work.

Beware of Fraudulent Fire Protection Companies Entering Your Business

Recently, the City of Beverly Hills Fire Department received information from other city fire departments about the rise of complaints from business owners regarding various fire protection companies performing services to their fire protection equipment. There are fire protection companies that are conducting services out of their job scope or charging the business for services that have not been performed. According to Penal Code 470, this is fraud. You as a business may be at risk. Here are some tips to keep mind when protecting your business from fraud.

- Watch out for aggressive threats that are made towards the business owner stating they are breaking the law if service is not performed. Remember only fire department personnel have the authority to require maintenance, testing & service. Fire protection companies have no enforcement authority. If you ever feel threatened or intimidated, call 911.
- Be careful of fire protection companies that try to negotiate the bill, want cash only, checks made out to individuals or threaten collection.
- Do not sign blank invoices or mailed contractual requests and read all small print. Watch out for hidden fees that address additional fee percentages for supplemental items such as lubricants, cleaning materials, etc.
- Watch out for companies that try to represent themselves as members of the local fire department or working as an agent of the local fire department. Fire Department personnel do not conduct services to extinguishers. This is a tactic used to gain entry to your business. This is called impersonating a peace officer, and this is a felony.
- Inspecting various items such as panic hardware, exit signs, fire alarm devices are conducted yearly by your local fire department. Do not get charged from fire protection companies to conduct services that are already being conducted. Charging fees for inspecting fire protection devices such as alarm or sprinkler components can only be done by C-10 or C-16 licensed contractors.
- Watch out for companies that state if they are denied access to conduct service that an additional fee will be impacted in the future. Know your service contractor and have them make appointments.
- Be careful of fire protection companies that state the fire protection company they have a contract with is no longer in business or they were sent by the company to take over the

Additional Facts to Help You Understand When Services are Needed:

- Extinguishers shall be serviced by a license person once a year. A tear down of the fire extinguisher is required every six years and a hydrostatic test shall be conducted to your extinguisher every twelve years. (If your extinguisher is due for hydrostatic testing, it is highly recommended that you replace it.) Mark / label all of your fire extinguishers. This will assure you that your extinguisher will return.
- Kitchen suppression or Pre-Engineered systems shall be serviced every six months.
- Fire sprinklers shall be tested annually and certified every five years.
- Kitchen hood and ducts shall be cleaned per AHJ's recommendations.
- Fire monitored/alarm systems shall be tested annually.



Remember! You can always refuse service and request a Beverly Hills Fire Inspector to visit your business. We will gladly advise you of any needed services. Call (310) 281-2703 for any assistance or questions.