



Nortec Fire

How many Engineers are there within your organisation? 1-10

How Long Have You Worked With Firexo? 3 years

Any Further Info About Your Organisation That You'd Like To Share?

Nortec Fire are based in Newcastle, providing fire safety services across the northeast of England. We focus on excellent customer service through knowing their needs and offering professional support to ensure peace of mind when it comes to keeping people and property safe. With policies and procedures that protect our team, our customers, and the environment in terms of reducing waste and using local and national suppliers where possible to operate efficiently and effectively, we hold accreditations as Safe Contractor and CHAS and work within a Quality Management Framework. We are also proud members of BAFE, UK Fire Association and FIA and maintain our staff professional qualifications in order to provide to British Standards at all times.

Customer Name NHS QE Facilities

How did your client initially respond to the introduction of Firexo Extinguisher Products?

The NHS QE Facilities has been a long-standing customer and the relationship is strong in terms of recommending solutions and products for their needs. We have supported their requirements for fire safety services and ongoing maintenance for all their sites, supported by our engineering team. We introduced the Firexo products within a planning meeting for a new site for transport facilities warehouse. This involved a new design and installation of fire alarm system and associated works. The customer was positive regarding the demonstration kit (supplied by Firexo) that we presented within their environment to show the ease of use and capabilities of using a single fire extinguisher rather than many. The customer was so impressed with the product that we received an order promptly and we supplied against their requirements within their timeframe.

What USP's did the client see most value in when considering the transition to Firexo?

During the demonstration, and that which became the main reason for securing the order, the customer highlighted Firexo's capabilities of fighting all classes of fire. This is especially important given their environments with some high-risk areas. The product was deemed cost-effective in comparison to their usual supply of multiple types of extinguishers and storage space for the smaller floor space used for Firexo was beneficial. Staff training was reduced to only one extinguisher rather than two and there is reduced risk of using the wrong extinguishers in the event of a fire and heightened anxiety of staff tackling on-site. The environmental impact was discussed with a reduction in waste of cardboard in the supply of the product (size and quantity) as well as transportation and therefore carbon footprint impact in the supply.

Had the customer heard of Firexo before you introduced the solution to them?

The customer had traditionally used multiple extinguishers from different suppliers. With routine purchases, there was no intention to move from this, however, it was our initial recommendation that brought it to their attention. We were aware of Firexo as new to market and were convinced it had a place within our customer's environment as a superior product and better solution for their needs.

What is the site mainly used for? Warehousing

Please outline if the building is used frequently by the general public or if it is only open to staff.

Both

How many Fire Extinguishers did the site have installed before the Firexo installation?

70

How many Fire Extinguishers did the site have present following the Firexo Installation?

35

Did the customer site present any major or increased Fire Risks that you had to account for in your Extinguisher Provision?

At the transportation storage and warehousing hub, there were high-value items and machinery for hospital and healthcare needs. Firexo is able to cope with the different demands of the environment and usage, but it is likely more relevant for other sites being an increased fire risk depending on roll-out and locations to follow.

To what extent has the introduction of Firexo improved site protection?

The customer depends on the warehouse site for storage and transportation, and it is an integral part of their operational processes and business. They have comfort and peace of mind in knowing the product's capabilities if needed. Staff training is more focused with the use of one extinguisher rather than multiple and team members can be confident that they would be using the correct extinguisher in the event of a fire. With the increased capacity and capabilities of Firexo for fighting a larger fire and coverage of the product likely to cope better than other extinguishers, there is reduced risk and improved protection for the site. In summary, Firexo is far superior when compared to standard extinguishers.

How did the use of Firexo impact your time spent on site compared to installing traditional extinguishers?

The engineering time was reduced by half for the commissioning and servicing of extinguishers, and we look to use Firexo where possible for other customers and sites. Loading and unloading a reduced number of extinguishers was also a time-saving at the customer site. In addition, administration effort has been reduced by managing a lower quantity of extinguishers through certification and servicing processes.

What impact did the use of Firexo have on your engineer's overall Installation process?

From the end-to-end process, we have benefited from less transportation and storage of extinguishers in receipt of the product in advance of the customer visit and during delivery to the site. Reduced space at the customer site when in situ has helped with the ongoing servicing and maintenance requirements for our engineers. Time spent on site was halved during the installation process with the reduction against traditional extinguisher supply. Waste was reduced in terms of unpacking and disposal of less packaging being removed from the site compared to the larger size of cardboard etc from alternative products.

Please rate the overall experience of working with and installing Firexo Extinguishers on site?

10

How do you think Firexo has impacted your ongoing relationship with this client?

As mentioned earlier, we have a strong relationship with our customers and they are comfortable with our recommendations and professional opinion. The supply and installation of the Firexo products has continued and they are likely to use Firexo for future requirements in some specific sites. With approval and consultation, there is significant potential for wider NHS usage and we continue to discuss with the customer.

How likely are you to continue to recommend Firexo to your customers? 10

How easy was the ordering process when acquiring the goods used on this site? 10

Any further feedback or comment you'd like to share with us?

Firexo products will remain within the offering from Nortec Fire as we continue to seek innovative solutions that support our customers' needs and ensure their peace of mind when it comes to fire safety. The professionalism and support from the Firexo Team have been excellent and we would not hesitate in recommending the company and its products.

