



To Whom It May Concern:

Kidde Fire Systems is a global leader in fire protection, protecting people, property, and processes from fire hazards. Ensuring that these systems are installed and operate safely and in compliance with all applicable codes is a high priority for our organization. Therefore, Kidde Fire Systems sells exclusively to an authorized network of distributors and provides them detailed training on our products such that they are well versed in all aspects of design, installation, configuration, testing, commissioning, preventative maintenance and service. It is therefore strongly recommended that only Kidde Fire Systems Authorized Distributors be utilized to install and service Kidde Fire Systems equipment. Allowing non-certified personnel to perform this work may allow the system to be installed, configured and/or tested incorrectly which could result in damage to the equipment and/or property, as well as injury or death due to a system not operating as required.

End users and building owners who are considering using non-certified personnel (not approved by Kidde Fire Systems) to execute installer and service level functions should consider the potential increased liability along with longer response time and additional expenses for parts damaged by misuse that would no longer be covered by warranty.

To avoid this risk, always utilize factory authorized distributors. Please contact your local Regional Sales Manager for assistance. Contact information may be found by clicking the link below:

<https://kidde-fenwal.com/Documents/DomesticSalesManagers.pdf>

If you have any questions, please do not hesitate to contact me.

Thank you,

Eric Moore  
North America Suppression Sales Director