

Office of the State **Building** Surveyor

Service Contractor Obligations:

Documents & Information to Be Provided to the
Owner





Learning Outcome



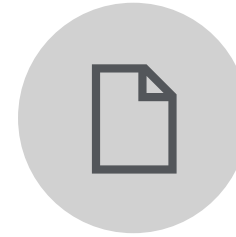
KEY DEFINITIONS



MANDATORY PRE-SERVICE
NOTIFICATIONS



UNDERSTAND RECORD
KEEPING



TYPE OF REPORTS THAT
MUST BE PRODUCED AND
WHEN THEY ARE DUE



INFORMATION REQUIRED
TO BE INCLUDED IN THE
REPORT



Key Definition

KEY DEFINITION — Responsible Entity

The owner, occupier, or owner's agent responsible for the routine service of fire protection systems. All documentation obligations are directed to this entity.

KEY DEFINITION — Service Provider / Contractor

The organisation or person engaged to carry out routine service (inspection, testing, preventive maintenance and survey) on behalf of the Responsible Entity.



Pre-Service Notifications

Mandatory under Clause 1.14 of AS 1851-2012



UPCOMING SERVICE NOTIFICATION —
INFORM THE RESPONSIBLE ENTITY THAT
ROUTINE SERVICE IS TO BE CARRIED OUT.



ESPECIALLY REQUIRED WHERE ACTIVITIES
MAY AFFECT BUILDING OCCUPANTS OR
OPERATIONS.



Impairment Notification

Mandatory under Clause 1.14 of AS 1851-2012

Impairment **Notification** — inform the Responsible Entity of any impairment to the fire protection system.

Must state: the extent of the impairment (which systems and how).

Must state: the expected duration of the impairment.

Purpose: enables alternative safety arrangements while the system is impaired.



Pre-Service Notifications (continued)

Mandatory under Clause 1.14 of AS 1851-2012

(d) Monitoring Service Provider

Notify the monitoring provider where testing may transmit alarm signals.

Why:

Prevents unnecessary false-alarm responses.

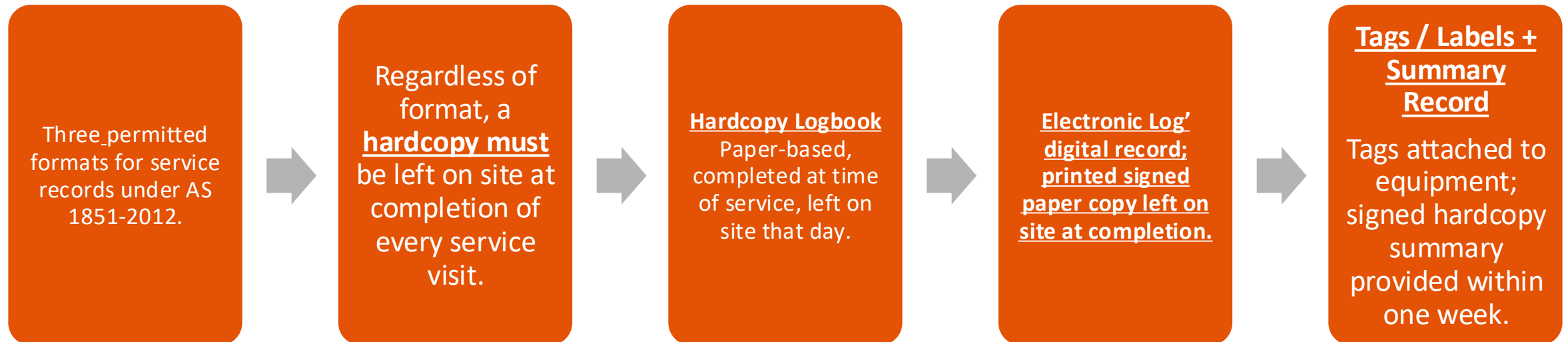
IMPORTANT — System Restoration (Clause 1.14)

On completion of any routine service, return all controls to their prior state. Where any function is left impaired, disabled, or is not restored to 'Normal', this must be recorded in the system logbook AND the owner or agent must be notified immediately.



Service Records

Documents Left On Site





Service Records — Mandatory Logbook Content

Clause 1.16.3 — every record must include all of the following



Name and address of the building or site.



Date and frequency of service (e.g. monthly, six-monthly, yearly).



System / equipment description and location.



Activities performed — with recorded results, and a pass/fail for each item.



Service Records — Mandatory Logbook Content

Clause 1.16.3 — every record must include all of the following



Defects and non-conformances — classification, location, and any rectification completed.



Responsible Entity name (owner / occupier).



Service person name, signature, and date.

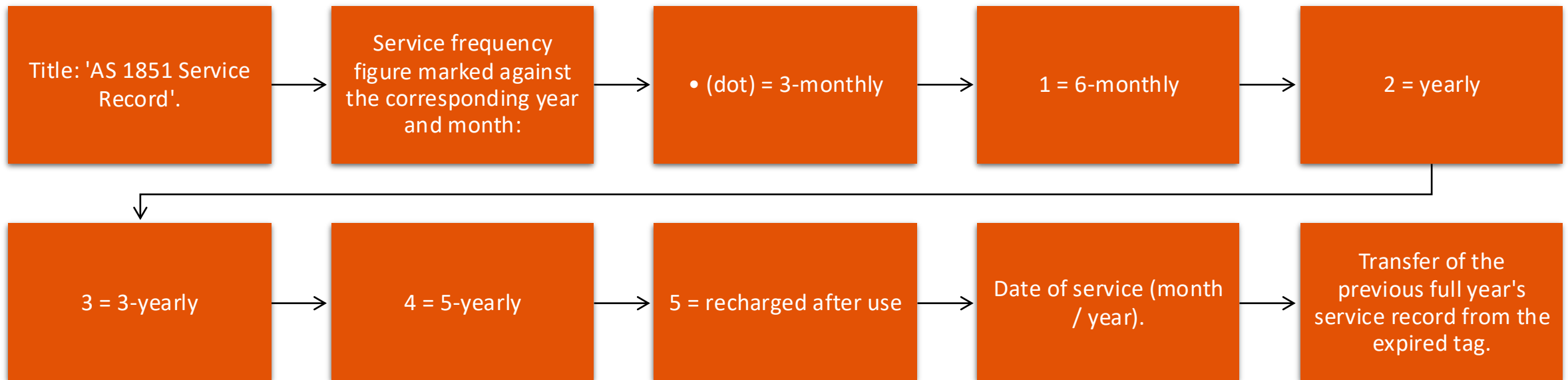


Service provider (company name).



Service Tags and Labels — Required Information

Clause 1.16.4 — every tag or label must include





Summary Records- Mandatory Content

Clause 1.16.5 — must include all of the following

Building name and address.

Date of service and scheduled date of service (per Cl. 1.11).

Equipment register details — all equipment on site as listed.

Equipment serviced — quantity, type, and service frequency performed.

Equipment NOT serviced — quantity, location, and reasons.

Defects and non-conformances — classification, location, rectification.

Service person and provider — names, signature, date.

Extinguisher dates (manufacture or last pressure test, if applicable).

Hose reel flow test (most hydraulically disadvantaged reel, if applicable).

Additional comments — e.g. adverse operating environments.



Defect and Non-Conformance Reports

Critical Defects — Clause 1.17.1

Critical defect = renders a fire protection system INOPERATIVE.

Examples: impaired water supply to a sprinkler system; inoperative fire indicator panel.

Include a recommendation that the defect be rectified with minimum delay.

URGENT REQUIREMENT — Critical Defects

Notify the Responsible Entity BEFORE leaving site. If not possible, notify as soon as possible. Confirm in writing within 24 hours of identification, and reconfirm each time the defect is subsequently identified.



Defect Notification Timeframes

Clause 1.17.1 — at a glance

Defect / Issue Type	Required Notification Timeframe
Critical Defect (system inoperative)	Verbally before leaving site; confirm in WRITING within 24 hours; reconfirm each time found.
Non-Critical Defect (impairment not rendering system inoperative)	Written report within one week.
Non-Conformance (missing info or incorrect feature; operation not affected)	Written report within one week.
Out-of-Tolerance Activity (service not within tolerance period)	Reported within one week of end of tolerance period.



Defective Extinguishers — Special Requirement

Clause 10.2.10 — when an extinguisher must be removed



Leave a replacement of the same type, size, or similar rating in place.



Provide together: a 'Defective Component' report AND an 'Action Required' report.



Record all actions in the service record.



Destroying an extinguisher or component requires owner's permission, arranged through the Responsible Entity.



The Yearly Condition Report

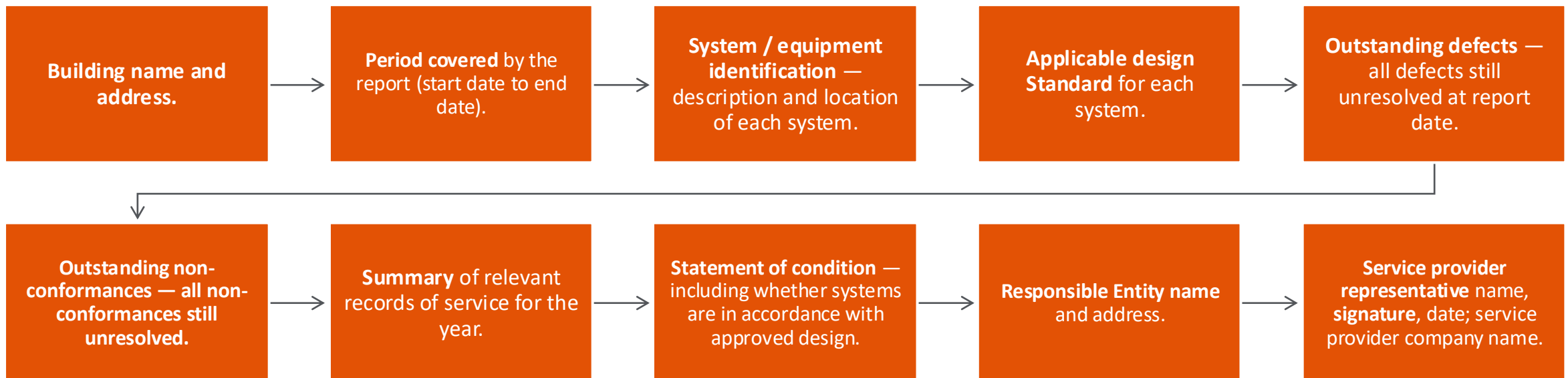
Requirements:

-  **The principal compliance document** under AS 1851-2012.
-  **Completed and issued** by the service contractor.
-  **Frequency:** annually, to the Responsible Entity.
-  **Purpose:** formal evidence of compliance with the Standard.
-  **Supports** State or Territory regulatory compliance for the building.



Yearly Condition Report — Mandatory Content

Clause 1.17.2 — the report must contain all of the following





Yearly Condition Report — Additional Requirements

Critical Defects — Clause 1.17.2

Acknowledge any missed service activities during the year.

Expressly note if outstanding defects render the system non-operational.

Acknowledge where different parties have undertaken portions of the routine service.

REGULATORY NOTE

The Yearly Condition Report supports State or Territory regulatory compliance for fire protection systems and equipment. Ensure it is accurate, complete, and issued to the Responsible Entity annually — without exception.



Systems Interface Test Records

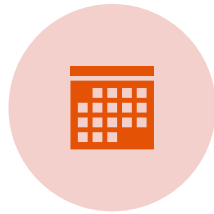
Clause 1.12 / Appendix D — required where fire systems interface with other building systems



IDENTIFICATION OF EACH INTERFACE TESTED (CAUSE AND EFFECT).



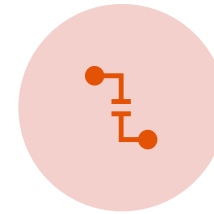
VERIFICATION NAME AND SIGNATURE FOR EACH INTERFACE TEST RESULT.



DATE AND TIME OF EACH TEST.



ACCEPTANCE SIGNATURE OF THE RESPONSIBLE ENTITY'S REPRESENTATIVE.



DEFECT DETAILS FOR ANY INTERFACE DEFECTS IDENTIFIED.



HARDCOPY ON SITE — AVAILABLE AT ALL TIMES. DEFECTS ALSO NOTED ON YEARLY CONDITION REPORT.



Documentation Checklist — Each Service Visit

Quick reference — what to provide and when

Document / Notification	When to Provide
Pre-service notification of impairment (Cl. 1.14)	Before commencing work
Monitoring service provider notification (Cl. 1.14)	Before commencing work (where signals may transmit)
Completed service record — logbook or electronic (Cl. 1.16.2)	On the day; left on site at completion
Completed service tag or label (Cl. 1.16.4)	On the day; attached to equipment
Summary record — where tags/labels used (Cl. 1.16.5)	Within one week of service date



Documentation Checklist

Document / Notification	When to Provide
Notification of system impairment not restored to Normal (Cl. 1.14)	Before leaving site
Critical defect report — verbal (Cl. 1.17.1)	Before leaving site
Critical defect confirmation in writing (Cl. 1.17.1)	Within 24 hours of identification
Non-critical defect / non-conformance report (Cl. 1.17.1)	Within one week
Out-of-tolerance activity report (Cl. 1.17.1)	Within one week of end of tolerance period



Documentation Checklist — Annually

What must be produced once per year

Document / Notification	When to Provide
Yearly Condition Report (Cl. 1.17.2)	Annually to the Responsible Entity — must cover all service activities, defects and non-conformances for the year.
Systems interface test records (Cl. 1.12 / App. D)	Hardcopy kept on site at all times; any defects noted in the Yearly Condition Report.



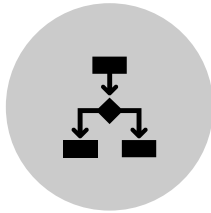
Key Takeaways



HARDCOPY RECORDS MUST ALWAYS BE LEFT ON SITE AT THE COMPLETION OF EVERY SERVICE VISIT.



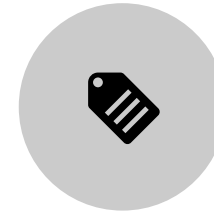
CRITICAL DEFECTS — VERBAL NOTIFICATION BEFORE LEAVING SITE; WRITTEN WITHIN 24 HOURS.



NON-CRITICAL DEFECTS, NON-CONFORMANCES, AND OUT-OF-TOLERANCE ACTIVITIES — WRITTEN WITHIN ONE WEEK.



THE YEARLY CONDITION REPORT IS MANDATORY AND MUST BE ISSUED ANNUALLY.



TAGS AND LABELS MUST ALWAYS BE ACCOMPANIED BY A HARDCOPY SUMMARY RECORD WITHIN ONE WEEK.



SERVICE RECORDS MUST BE RETAINED ON SITE BY THE RESPONSIBLE ENTITY FOR A MINIMUM OF SEVEN YEARS.

REMEMBER

Your documentation is not just administrative — it is the legal evidence that fire protection systems are being maintained and that occupants are protected. Complete, accurate and timely documentation is a core professional obligation under AS 1851-2012.

Office of the State **Building** Surveyor

Thank You

