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Bulletin

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THE FIRE PROTECTION INDUSTRY – Fire Extinguisher Service - Fire Suppression Systems Service – Kitchen Exhaust System Cleaning – Fire Sprinkler and Alarm Systems Service.

The Red Tag System, as identified in Utah State Administrative Rule, is simply a communication tool used to identify that fire protection equipment or systems in some way have an impairment identified by an inspection or service. **Red Tags** reveal deficiencies that would cause concern for life and fire safety or that may be non-compliant with acceptable industry standards and laws and rules in the State of Utah.

Compliant service tags shall be attached to properly functioning systems after a successful service has been completed. Compliant tags are only to be applied by certified service technicians working for a licensed company. Technicians are to be trained and qualified to industry standards. This may include attending accredited training schools and/or participating in company programs that use on-the-job training curriculums to insure safe, ethical and quality work standards. In addition, Utah State Law requires that "No person shall service any fire protection equipment or system without a certificate of registration issued by the State Fire Marshal." When a fire extinguisher, automatic fire suppression system or kitchen exhaust system or fire sprinkler or alarm system is found to be operational and compliant with industry standards, and rules and statutes of the State, it shall be appropriately tagged.

(Compliant service tags shall not be applied to impaired or deficient equipment or systems.)

A Red Tag or non-compliance tag will be affixed to any fire protection equipment or system that fails to fully comply with manufacturers' specifications, industry standards, or applicable laws and rules of the State of Utah. This means equipment or systems that are impaired and cannot immediately be repaired and are identified as deficient and not safe for normal operations shall be Red Tagged. Exception: Systems that were installed and accepted under previous code editions may not meet all the requirements of the most current codes and may appear to be non-compliant. Violations of this type are not Red Tag offences. In this situation, only offenses that would be hazardous to life safety should be Red Tagged.

The Red Tag is an instrument designed to inform the owner and responsible agents. It is also intended to assist the owner, industry, and the AHJ in working together to more efficiently protect the longevity of the business, and ensure the safety of the public, the employees and the commercial kitchen owner and or the property owner, and stand as an impairment record for the system.

The owner or designated agent or occupant of a property must be notified once it has been determined that equipment or systems are faulty and in an unsafe working condition. The responsible party is ultimately accountable for the equipment, monthly inspections, third-party annual maintenance and continued operation. To protect the public, faulty equipment or systems are to be repaired, serviced and restored immediately to proper working order. The service technician has a fiduciary responsibility to advise and protect the owner or responsible agent. The AHJ has a statutory responsibility to protect the public under all conditions. Professional ethics on all levels dictates that life and property shall be protected.

When an unsafe condition is found, **the Red Tag** visually signifies an urgency to repair the system. When a Red Tag is applied:

- The service technician's name and service number shall be written on the red tag.
- The red tag shall be securely affixed to the equipment or system.
- Before and after photographs should be taken of the system, impairment or deficiency.
- The Service and Deficiency (SDR) report shall reflect the findings and the deficiencies.
- The Service & Deficiency report shall be clearly written and shall include photographs to help the owner understand the service and the impairment.
- The owner or responsible party shall be notified that the system is to be red tagged until the deficiency is resolved.
 - A copy of the service and deficiency report with photographs shall be given to the responsible agent.
 - The responsible agent shall be notified that state statute (R710.7.5.9.4 & NFPA 96.11.2.8) requires the fire department, fire marshal or authorized representatives be notified and furnished with a copy of the SDR.
 - Notice shall also be given to the responsible agent that immediate corrective action shall be taken and the suggestion that open flame, heat sources, and cooking should cease until the reported deficiency is resolved.

In a nutshell, **the Red Tag** acts as a signal to everyone who works, serves or inspects buildings that specific open-flame, heating and cooking equipment is not to be used; that notifications have been made, and service or compliance is expected.

Red tags shall be professionally printed on card-stock, red in color, and designed as required by R-710.1.6, R-710.5.4 and R-710.7.5, R-710.11.4 with a name-block on the tag for technician signature and service number.

Red tags shall only be removed by the Authority Having Jurisdiction or authorized personnel.

- Restoration of service and new equipment shall be promptly repaired, meet manufacturer specifications, industry standards and the requirements of state statutes.
- Where applicable, alarm systems shall be tested and restored to service.
- The Mutualistic Fire Protection team shall be notified the system is in service.

The Office of the State Fire Marshal has sponsored this "Customer Service – Safety Bulletin for Mutualistic Fire Protection partners in support of this foundational standard – "Honesty, excellent work ethics and quality customer service maximizes and instills sustained fire and life safety achievement."