



Fact Sheet



Service technicians need to identify themselves to a responsible party before proceeding to undertake any work.



Service personnel are to sign off on all service work and provide documentation of charges for provided service.

Servicing Personnel

Service technicians need to identify themselves to a receptionist, member of staff or person responsible for building security before proceeding to undertake any work. Always check their ID, even if they are wearing a uniform, and ensure they are from your regular service provider if you have one.

Fire extinguisher servicing companies and their technicians have no authority to enforce legislation and make threat of fines or prosecution. The Utah State Fire Marshal's Office strongly recommends any person making such claims and or engaging in intimidating tactics be reported and be ordered to leave the premises immediately.

If a service technician you have not dealt with before advises that an existing fire extinguisher you have is not tagged, is of the wrong type or has not been serviced in timely fashion, request an explanation as to why and seek another opinion if not satisfied with the explanation.

Get the service personnel to sign off all necessary documentation and ensure they explain what service work they are charging for. A reputable company will be happy to explain the work being charged for and provide appropriate customer service.

Small and large service companies carry out extinguisher servicing. The State of Utah requires all Fire Extinguisher service companies be licensed with the State Fire Marshal's Office and that all service personnel carry a Certification of Registration on their person when representing the company holding the License.

There are courses in extinguisher maintenance available nationally and, while they are not compulsory, you may wish to ask if the extinguisher maintenance person working on your systems has training or has appropriate qualifications to do so.

The Utah State Fire Marshal's Office strongly recommends establishing an agreement with a professional service company to provide the annual fire extinguisher servicing requirements and to ensure recognized technicians from that company undertake the work on your extinguishers in an honest and professional manner.



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