

Welcome to MARLOWE

FIRE & SECURITY



t. 0333 010 2000

w. marlowefireandsecurity.com

e. connect@marlowefireandsecurity.com

MARLOWE Critical Services

WELCOME



Dear Customer

Thank you for choosing Marlowe Fire & Security as your service provider.

We are delighted to welcome you as a customer and hope this guide will reflect the importance we place on helping our customers to get the most out of our service.

At Marlowe Fire & Security we take pride in the service we provide and hope to develop a long term partnership with you.

We want you to experience exceptional levels of service, support and communication.

To help us deliver this we have created this guide to provide you with all the information you will need to make the most out of the service now at your disposal.

Yours faithfully

Marlowe Fire & Security

WHAT WE WILL DO FOR YOU



We will attend your site to undertake planned preventative maintenance of your fire life safety and security systems



Our qualified Engineers will ensure your system is compliant with the latest British Standards and legislation



Our 24/7 Alarm and Video Receiving and Innovation Centre can monitor your site and react in the event of an activation



Should you require support, our 24/7 national fleet will respond to call outs and fix any faults with your system

OUR PURPOSE

To be your expert and trusted advisor in fire protection and security. Delivering innovative solutions and a world class service.

OUR MISSION

To protect what matters, people, property and peace of mind.

OUR VISION

Engaged employees. Delighted customers. Safe and secure environments.

OUR PROMISE



PRIDE

We take pride in everything we do



COMPETENCE

Our people are our greatest asset



SPECIFIC

You are unique



IMPROVEMENT

We strive for perfection



TRANSPARENT

We offer value for money



COMPLIANCE

We never compromise



FOCUSED

We deliver what we promise



RESPONSIVE

Your time is precious

YOUR ASSURANCE

If we do not deliver on our promise please contact the Customer Support Team via

e. customer.care@marlowefireandsecurity.com

Your enquiry will be acknowledged immediately and we promise to investigate and resolve your issue within 5 business days.



MARLOWE FIRE & SECURITY

We provide a total, end to end, fire and security solution. From initial design, supply and installation, through to ongoing maintenance and monitoring, we have the capability to help prevent, detect and monitor your fire and security risks.

Through our ongoing commitment to Compliance and Best Practice we ensure that you receive a world class service.

To provide you with total Peace of Mind we maintain the highest accreditations available to our industry including NSI NACOSS Gold, NSI Fire Gold, BAFE and NSI ARC Gold.

SOLUTIONS



Fire Protection

By carefully matching technology to application our range of fire life safety solutions are designed to prevent, detect and contain fire and where necessary enable a safe and timely escape.



Security Solutions

Any threat to your security needs to be dealt with quickly and effectively. We protect our Customer's with tailor made Security Solutions that are developed to respond to each unique requirement.



Connected Services

Operating 24/7, 365 days a year, our Innovation Centre, Connect Monitoring, uses the latest technologies and works alongside the Emergency Services to protect your property and people.



Compliance

You can be assured that our team of Designers, Installers and Service Engineers operate to the highest standards in accordance with the latest Regulations and British Standards.

FREQUENTLY ASKED QUESTIONS



- Q:** How will I know when I am due a maintenance visit?
- A:** Marlowe Fire & Security will contact you in advance to let you know that you are due a maintenance visit and to arrange a convenient time to attend to undertake the work.
- Q:** How will I know the Service Engineer attending is from Marlowe Fire & Security?
- A:** All Marlowe Fire & Security Service Engineers carry photographic ID which is worn at all times. If you are in any doubt please contact the Customer Support Centre who will be able to verify the Service Engineers identity remotely.
- Q:** My fire or security system is not working. How do I get a Service Engineer to attend?
- A:** Simply call Marlowe Fire & Security's 24/7 manned Customer Support Centre and a Service Engineer will be dispatched to your site to fix the problem.
- Q:** I am thinking about upgrading my fire and security systems. How can I arrange a quotation?
- A:** To arrange a free, no obligation quotation for any fire and security requirement you may have please call Marlowe Fire & Security's 24/7 manned Customer Support Centre and we will arrange for a local Surveyor to attend your site, at your convenience to provide you with a quotation.

Q: How can I find out about all the services Marlowe Fire & Security provide?

A: To find out how we can support you and for a look at our total service offering please head over to our website www.marlowefireandsecurity.com

CONTACTING OUR TEAM

Please feel free to contact us at anytime - Please call **0333 010 2000** or e-mail the relevant department using the following addresses:



Monitoring Enquiries:
arc@marlowefireandsecurity.com



To log a new reactive call:
call.receipt@marlowefireandsecurity.com



To book a PPM:
ppm.bookings@marlowefireandsecurity.com



Customer Service Enquiries:
customer.care@marlowefireandsecurity.com



Upgrade Enquiries
connect@marlowefireandsecurity.com

CERTIFICATIONS



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