

CALSAFE

NEWS & NOTES

2013-3

New Regulation Package Adopted

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**November will
be Board
Election
Month**

**Positions are
Central Director
and a Director at
Large for 2014**

**.....be sure to
vote!**

Finally after several years of process the regulations that started as a NFPA 10 review for Title 19 update is complete. On October 1st the new regulations were added to Title 19. There is new wording, revised wording, expanded wording and condensed wording. Not everything that was added or changed is out of NFPA 10 and not everything in NFPA 10 was added to Title 19. Title 19 remains its own document uniquely California yet including many of the changes that have been incorporated in the national standard. For the 2013 Annual Meeting we prepared a document that you can use as a reference and for training purposes. This is available on our website at www.calsafe.com and we recommend if you don't already have it that you download it. That document will show you both the wording that has been eliminated or changed. Anything that has strikeouts is wording that has been removed. Anything that is underlined is new or reworded language.

The State Fire Marshal's Office has decided to wait until the next regulation package that is in process is adopted to change the "Laws and Regulations" pdf that they have available for download on line. That package, the "Enforcement Package" is expected to be adopted after the first of the year. In the meantime remember that these regulations ARE IN FORCE and you can be cited for violation. The OFSM is also not going to revise the CofR test until the Enforcement Package is adopted as well. At the meeting they stated that any questions on the current test that are in conflict with the new language will not be counted in test scores.

(Continued on page 5)

**2014 CALSAFE's 20th Anniversary
Plan now to attend the celebration
October 3rd & 4th 2014**

President's Message

Hello CALSAFE Members,
The Annual Meeting 2013 was a great success. There was the largest attendance in quite a while. I'm still a little hoarse. Red, (Friday Night) ticket # xxxxxx.

We had at least three new



President's Corner
By Randy Dysart

members sign up. Vendors were quite generous with their time and otherwise. Once again when they visit or call on you, please thank them for their participation.

There is new interest in serving on the Board and/or participation in CALSAFE. This is exciting.

The Lions Gate Sacramento was surely a different venue than we have tried in the past. Most felt it was a good change and it seemed to be well accepted.

JR Nerat's presentation of "The Correct Way to Service a Wheeled Unit" generated many questions and was likely to have helped those that participated in the 'Fire Extinguisher Surprise'.

Special Investigator Scotty Baker, what a great program "What happens when a com-

plaint is filed and how it is Investigated".

Thank you Chief Hoover again for your attendance and offices' support.

Once again the CALSAFE Presentation by Darrell Hefley was all we have come to expect.

The Panel Discussion was very lively and informative and as seems to happen more often than not, had to be cut short.

There were two very special moments in the meeting:

Darrell (Hoagie) Harguth received a special CALSAFE award to recognize his unparalleled service to Fire Protection, and for the advocacy to our industry. Thanks again Hoagie.

Christine Gilbert's Family was present to receive posthumously, the "Lowell Schuck Award" for her dedication and untiring work for CALSAFE and our industry. If you missed this Annual Meeting, be sure to see us next year.

SAN DIEGO FOR OUR 20TH ANNIVERSARY OCTOBER 3rd AND 4TH, MARK THE CALENDAR NOW AS WE ARE GOING TO HAVE SOME SPECIAL EVENTS. OUR VENDORS HAVE ALREADY COMMIT-

TED TO HELP US CELEBRATE.

Just in case you aren't aware, let me inform you, **OUR INDUSTRY IS AN IMPORTANT PART OF "LIFE SAFETY" IN OUR TOWN'S, COUNTY'S, STATE, and NATION AND YES THE DEVELOPED WORLD WE LIVE IN.**

Some still just don't get it. One of our Government agencies, General Services Administration (GSA) submitted in April to change International Code Council (ICC) to reinstate part of the International Fire Code (IFC) for 2015, part of the 906.1 exception in Group B Occupancies. This would have eliminated the need for Fire Extinguishers in this Occupancy when Fire Sprinklers are present. It was overwhelmingly rejected by the thinking members of the committee. Fire Equipment Manufactures (FEMA) and others were instrumental in the education process to reject the proposal. This is the same issue we thought was settled years ago. But keeps popping up.

The reason I bring this up is to remind you that our industry has to keep educating people of the importance of what we do and how our service and products have a great effect on "Balanced Fire Protection". CALSAFE and others can be and is a positive

(Continued on page 6)

SERVICING YOUR CUSTOMER

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Secret Message

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8	9	10	11

12	13	14	15	16	17	18	19

Unscramble each of the clue words.

ANSWERS ON PAGE 13

OFSM UPDATE

NFPA10 TITLE 19 UPDATE

This package was adopted into regulation October 1st, 2013. Our lead article in this newsletter is devoted to these changes highlighting some of the more significant ones. Download the entire list of changes from the CALSAFE website today as they are currently enforceable.

NFPA25 TITLE UPDATE

This package is in its final process going through the OSFM. It should be sent out for public comment before the printing of the next newsletter so be sure to watch the website for an announcement of the public comment period. This version reviewed the changes from two NFPA 25 cycles so there are changes from both the 2008 and the 2011 edition that will now be incorporated in the new "2013 California Edition of NFPA25". We have also been told that it is the intention of the OFSM to have the rest of Chapter 5 of Title 19 along with the appropriate sections of the Health and Safety code added on to the final published document so there would be one book that has everything. CALSAFE's recommendation is to take the new document and go through an extensive training with your Sprinkler Technicians rather than just try to find the "changes" and train on them. This will accomplish learning the new additions as well as reminding them of what they should have been doing all along. This is also an excellent opportunity to initiate discussion on problems they may be encountering during their services that may need to be resolved. Some of the more significant changes are to the forms. There was a concerted effort to listen to the feedback that has given by AHJ's, Contractors and End

(Continued on page 8)

ENFORCEMENT PACKAGE UPDATE

The Enforcement Package is one of the most controversial packages to come along in a while. Some parts of this package will provide needed clarification in the regulation while other parts will challenge certain business practices, some bad and some that are not. This package is in the OSFM for review prior to being released for public comment so some of the "proposed" language may change before it is published for comment. CALSAFE has put together a complete paper on this proposed language along with various comments. You can download this from our website, but we remind you that this

(Continued on page 10)

New Regulation Package from front page

You should keep a copy of the CALSAFE Download with your copy of Title 19 so you will have the current language together. While the OFSM is not going to reprint their excerpt of Title 19 Chapter 3 (Fire Extinguishers) the update wording is available for review online or you can of course purchase a copy from the publishing company. To see the integrated language on line click on the link on the CALSAFE website. There are many new and different things in this regulation update so we suggest you download and review the CALSAFE document. In this article we are going to address a few of the more noted changes.

There is new language that both defines and requires the use of a "Master Gauge" for your low pressure non DOT tester. There is a definition added to 557.13 for Master Gauge that is to be used as a calibration gauge to be used to check the accuracy of your low pressure hydrostatic test gauge. This Master Gauge has to be certified and is not to be used as a pressure indicating gauge so it must be separate from your test equipment apparatus and is not to be used as the actual pressure gauge for that equipment.

In 594.3 (5) there is also new language for the actual test pressure gauge that is part of your low pressure test apparatus. That gauge used on low pressure non-D.O.T. test equipment shall be capable of indicating 90% to 110% of

***Download copy of new
regs at www.calsafe.com***

whatever pressure you are testing to. So the "working" gauge (not the Master Gauge) may have to have a "readable" range of 180 psi (90% of 200 psi) in the case of pressure waters to 660 psi in the case of some cartridge op units (110% of 600psi) or higher if you are doing some low pressure systems cylinders. The new language also states that the accuracy of this gauge is to be checked by means of a Master Gauge quarterly and recorded on a log. That log must be kept for 13 years. Since there is also a new requirement in 594.5 to keep your non-DOT low pressure test records for the same 13 year period it is recommended that you add a place on the low pressure non-DOT log for the quarterly test. We have provided a sample of a log you

could use for that record on the CALSAFE website.

Two new sub-sections have been added to 573 the section on extinguisher requirements for Commercial Cooking Operations. The new sub-section (d) will require a placard that has to be mounted in a conspicuous place that

states that the fire protection system shall be activated prior to using the fire extinguisher. This is considered retroactive so any installations of K class extinguishers where there is an automatic system installed but there is no placard will now require this placard to be installed as well as on any new installations. The new sub-section (e) require that solid fuel appliances that have less than 5 ft³ volume be protected by at least one 6L K-class extinguisher.

Two significant changes were made to 575.3 Maintenance Procedures. Under the Annual internal examination exception the wording was changed on the stored pressure dry chemical or dry powder extin-

(Continued from page 5) New Regulation Package

guishers to include those that require a 5 year hydro. The result is that stored pressure fire extinguishers that require a 5 year hydrotest because they are on vehicles will now be excluded from annual internal maintenance just like those that have been located everywhere else but were subject to a 12 year test. Stored pressure dry chemical fire extinguishers located on vehicles **NO** longer require an **ANNUAL TEAR DOWN!** They are still required to be hydrostatically tested every 5 years so they will be on a 5 year internal maintenance cycle rather than a 6 year. Additionally **Pressure Water** extinguishers have now been added to the list, so they also will **no longer require an annual tear down.**

One of the most significant change is in section 577.2 on Obsolete Fire Extinguishers. While there are many that have been added, most have not been around for years anyway. Clearly the most significant addition to the list is sub section (13) Dry Chemical store pressure extinguishers manufactured prior to October of 1984. Note that this does **NOT INCLUDE WHEELED UNITS.** The other item not to miss is the fact that this is **NOT** a mandate to replace all of the units **IMMEDIATELY.** The language states that you are to replace these when they come due for their next 6-year or hydrostatic test.

Under section 594.4 (b) Low Pressure Non-DOT testing procedures sub-section (4)'s wording has been change to require **ALL HOSE** is to be **REMOVED** from the cylinders prior to the test.

New wording was also added to 596 (a) under the requirements section for Annual Maintenance Tags, Verification of Service Collars and Hydrostatic Test labels. The new wording prohibits anything from being attached to the front of all of these. It is not acceptable to staple or attach a business card or anything else to the front of these tags and labels.

Carbon Dioxide type extinguishers were added to the exception that exempts them from the Verification of Service Collar in 596 (b) (1). It has been a question since service collars were first required in the regulations especially since the regulations require a new collar be installed whenever an extinguisher is re-filled and few if any were removing a CO₂ extinguisher valve when it was refilled. Since CO₂ extinguishers undergo a very stringent internal inspection to meet DOT requirements at their 5 year test cycle the DOT hydro test stamp serves as its verification of internal maintenance, **a service collar** is not needed and now **no longer required.**

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(Continued from page 2) President's Message

factor in promoting our industry, BUT you are the best advocates. Be it the way you represent yourself, the SERVICE you give to your customers or the community service you perform. It all adds up to produce the IMAGE OF OUR INDUSTRY.

The image you provided at the Annual Meeting was one that we should all be proud of.

What is your everyday image? Is it time to stand back and review?

Hope to see you soon and honored to be your President,

Randy Dysart

Fire Extinguisher Use Study

We were sent an article that gave a summary of a joint study that was conducted by the Worcester Polytechnic Institute and the Eastern Kentucky University entitled “Ordinary People & Effective Operation of Fire Extinguishers”. The study and the report were conducted by two professors who are in their respective fire protection engineering programs at WPI and EKU. The article said that between 2010 and 2012 they conducted a study of “ordinary” people using portable fire extinguishers with a minimal amount of training. They used 276 participants and observed them putting out a fire using one of the BullEx propane fire simulators. Their results were that 98% of those tested safely discharged the extinguisher, 72% aimed at the base of the fire, 74% used the sweeping motion during extinguishment and 100% maintained a safe distance.

They reported that after a “few minutes” of training, 100% of the participants properly pulled the pin, squeezed the levers and discharged the extinguisher. The percent of those who properly aiming at the base of the fire and sweeping the flow back and forth also improved to 96% after training. Before the training only 4% of the participants turned their back on the fire which improved to only 2% after the training.

Their conclusion was that **“the ordinary person is able to use a fire extinguisher without hurting themselves or others” and that “participants are able to use a fire extinguisher with great effectiveness.”**

www.calsafe.com

Did you see this information?



2013 ANNUAL MEETING MARK YOUR CALENDAR'S NOW!!! OCTOBER 4TH & 5TH CALSAFE ANNUAL MEETING <Read More>	NAFED DOT TRAIN THE TRAINER SEMINAR NAFED is offering this seminar on October 3rd in Sacramento. <i>Every company needs this training. <click here></i> to read more about it.	NO EXCHANGE WORDING See the proposed wording for a NO EXCHANGE regulation <Read More>	CALSAFE TRAINING AT LONG LAST !!!!! CALSAFE offers technician training on line. Use this as an important tool in your technician training program. <Read More>
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In-between Newsletters, keep informed visit the website for late breaking news, resources and Alerts.

Visit www.calsafe.com often

(Continued from page 4)

Users alike. One of the marching orders for the committee that worked on this new package was to reduce the amount of paper associated with the forms. In this revision the forms for Wet Pipe, Dry Pipe, Preaction and Deluge were separated. A different form was created for Quarterly/Annual services from the 5 year service. In the Quarterly/Annual report there is the capacity to log up to 5 risers and with an additional Main Drain continuation form the ability to add as many additional risers to the report as needed, 20 at a time. This report also has the ability to record all four quarterlies to the one report designating one of the recordings as the annual. There are also changes to the inspection and test requirements for fire pumps. The Diesel and Electric fire pump forms have been separated where the Diesel is a weekly report and each report has the capacity for 5 weeks of recordings and the Electric is a monthly report and has the capacity up to 6 months of recordings.

While there were no non-sprinkler related changes to Title 19 Chapter 5 going

through with this package, standardized forms for pre-engineered and engineered systems will be included. You might remember that these forms were developed several years ago to be added to the mandated forms section of Chapter 5 but were never approved. It appears they will be added to this package. Everyone who is performing Kitchen Hood service as well as other pre-engineered services or engineered system services like Halon, CO2, FM200, Inergen etc. will need to conform with this new format if this package is approved. We have included a copy of this form to remind you of its format.

We were also informed at the Annual Meeting that the Chapter 12 language from the enforcement package will also be added to this package. Chapter 12 is all new language that takes the legislative directive of a fine in-lieu of suspension program and defines how it will be applied in regulation. Since this applies all three programs of Fire Extinguishers, Automatic Systems and Fire Works it has been added as a separate chapter. It affirms the OSFM to suspend or revoke licenses it issues. It also outlines

factors that they may take into consideration when determining the severity of the suspension. While some of these pertain to the history of previous violations or the severity of the current violation, many relate to how the accused reacts or acts. These cover such items as the good or bad faith effort on the part of the license holder, their cooperation with the office and efforts to make it right with any affected party as well as many others. Much of the rest of this language mimic what the legislation sets out as the requirements of the actions and the ability to request conferences or hearings. The final Article of the new Chapter will allow the OSFM to post all revocations, suspensions and fines in lieu of suspension on their website for 48 months. The posting will include the Company Name, Lic#, Owner of Manager's name as well as the sections violated. For an individual it will include the License number, employing company name and Lic# as well as the violated sections.

We will post an alert on our website as soon as we find out when the open comment period starts.

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West Chemical Pre-Engineered Extinguishing System	California Code of Regulations – Title 19 Inspection, Testing and Maintenance	Semi Annual Report	Page 1 of 2																				
Property Information: Building Name: _____ Address: _____ City: _____ Zip: _____ Contact: _____ Telephone: _____		Contractor Information: Name: _____ Address: _____ City: _____ Zip: _____ Telephone: _____																					
License # _____ ☐ SFM ☐ CSLB																							
Copy sent to: ☐ Owner ☐ Fire AHJ Date _____ ☐ PASS ☐ FAIL		Date: _____ System _____ of _____																					
Cylinder Size(s) _____ Last Hydrostatic Test Date(s) _____ Flow Points: Capacity _____ Used _____																							
System Location _____ System Mfg _____ Model # _____ Fuel/Heat Shut Off: Gas # _____ Electrical # _____ Integral Make Up Air Shut Down ☐ Yes ☐ No																							
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#Hoods	#Penums	#Ducts	Dimensions	Dimensions	Dimensions	Nozzle model #	Nozzle flow pts	Nozzle qty	Total flow pts														
COOKING APPLIANCE LOCATIONS: LEFT TO RIGHT WITH SIZES AND COVERAGE NOZZLES																							
Appliance Name	Nozzle model #	Nozzle Qty	Nozzle flow pts	Total flow pts	Appliance Name	Nozzle model #	Nozzle Qty	Nozzle flow pts	Total flow pts														
1				2																			
3				4																			
5				6																			
7				8																			
9				10																			
FIXED TEMPERATURE SENSING ELEMENTS (such as fusible links)																							
QTY	TEMP	MFG DATE	INSTALL DATE	QTY	TEMP	MFG DATE	INSTALL DATE																

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6.1.2013

West Chemical Pre-Engineered Extinguishing System	California Code of Regulations – Title 19 Inspection, Testing and Maintenance	Semi Annual Report	Page 2 of 2
Building Name: _____ Building Address: _____ City: _____		Contractor: _____ Job No: _____ System _____ of _____	
License # _____ ☐ SFM ☐ CSLB			
I = Inspection T = Test M = Maintenance P = Pass F = Fail N/A = Not Applicable			
Item	Description	NEPA 17A Reference	P F N/A
1.1	Manual Actuators are Unobstructed (i.e. remote pull station)	7.2.2(2)	
1.2	Tamper Indicators and Seals Intact	7.2.2(3)	
1.3	Maintenance tag in Place	7.3.3.6 Title 19 906	
1.4	No Obvious Physical Damage	7.2.2(5)	
1.5	Gauge Readings within Proper Limits (Stored Pressure)	7.2.2(6)	
1.6	Blow-Off Caps in Place & Undamaged	7.2.2(7)	
1.7	Hoods, Ducts, Filters in Place and Clean	CFC 904.11.6.3	
1.8	Hood, Ducts & Protected Cooking Appliances Have Not Been Replaced Modified or Relocated	7.2.2(8)	
2.1	Automatic Detection/Manual Activation Functioned Correctly	7.3.3.3	
2.2	Fuel Shut Off Operated Correctly	7.3.3.3	
2.3	Regulator Tested and is Within Acceptable Limits	7.3.3.3	
2.4	Manual Reset Relay Functioned Correctly (if applicable)	7.3.3.3	
3.2	All Agent Containers within Acceptable hydrostatic Test Dates	7.5.4(1)	
3.3	All Auxiliary Pressure Containers and/or Hose Assemblies Within Acceptable Hydrostatic Test Dates	7.5.4(2),(3)	
3.4	Cartridge Weights within Acceptable Limits	7.3.3.1(2)	
3.5	Liquid Level Within Acceptable Limits (Non-Pressurized)	7.3.3.1(2)	
3.6	No Signs of Corrosion in Agent Cylinder (Non-Pressurized)	7.3.3.1(2)	
3.7	Distribution Piping Unobstructed and Contiguous	7.3.3.1(3)	
3.8	Nozzles are Correct, Clean & Properly Aimed	7.3.3.1(2)	
3.9	Fixed Temp Fusible Metal Alloy Type Detectors Replaced	7.3.4	
3.10	Fixed Temp (other than those in 3.9) and Heat Detectors Maintained or Replaced	7.3.5	
3.11	Auxiliary Equipment Such as Water Valves Functioned Correctly	7.3.3.1(2)	
3.12	Internal Maintenance as Required by the Manufacturer	Title 19 904.7	
Deficiencies and Comments			
I hereby certify that the fire protection equipment listed above has been fully inspected, tested, and maintained on this date by the company indicated above in accordance with CCR Title 19 Chapter 5 and that the equipment is fully operable except as noted in the "Deficiencies and Comments" section of this form.			
Contractor Technician	Print Name	Signature	Date Time
Customer			

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6.1.2013

(Continued from page 4)

wording has the possibility of being changed before it is put out for public comment so be sure to download that document when it becomes available. This article will highlight some of the proposed sections but you should download the full paper from the website. Those who attended the Annual meeting had a copy of that in their handouts. You can also contact any of the board members to have a copy mailed to you if you do not have web access.

New definitions have been added for categories of violations. They include categories 1,2 and 3 for more serious violations that will carry the more severe penalty and categories A & B that are for administrative violations that do not affect public safety and carry lesser penalties. The changes also provide a table that lists a violation category for every section in Chapter 3 that will be used as the guideline for the OSFM when assessing penalties.

One of the more controversial parts of the package starts with a change to 560.6 that will be headed "Portable Fire Extinguisher

Exchanges" and will state that Exchanges of fire extinguishers as defined in Section 557.5 are not allowed. "Exchange" is defined in 557.5 as, "The placement of a portable fire extinguisher that has all of the required services in place of a portable fire extinguisher that requires service". The only exceptions that will be allowed will be when extinguishers are left as loaners when the owner's extinguisher is taken out for some sort of service. These exceptions found in 575.1 (new) and 591.5 (reworded) require the owner's original extinguisher be returned within 60 days. The practice of extinguisher exchange (or swaps as they are sometimes called) in which a reconditioned extinguisher is left in place of one requiring any service, maintenance or hydrostatic test, will become illegal once this regulation is adopted.

"Loaner" extinguishers that are part of this exception are regulated in 575.1 which is located in the extinguisher maintenance section and 595.5 in the hydrostatic test section. In both cases the wording allows for a loaner to be left while an owner's extin-

guisher is out for service. The loaner will have to be labeled "Loaner" on the back of its annual maintenance tag, and documentation will be required that must be signed by the owner or owner's representative that contains the reason for removing the extinguisher, the date, the serial number of the removed extinguisher as well as the companies name and E# together with the technician's name and EE#.

A new Article 14 would be added to Chapter 3 that is dedicated to enforcement. It will allow random facility and service vehicle inspections, prohibits fraudulent impersonation of fire officials as well as containing the table of violation categories for each of the regulation sections.

Be sure to download the paper from the website, familiarize yourself with the proposed new and changed wording and be ready to make a public comment when the time comes if you have a problem with any of it.

We will post an alert on the website once the public comment period has been set.

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CALSAFE NEWS FLASH

SB338 is a Senate Bill introduced this year as a result of the limousine fire that took place earlier this year. It contained language that would require fire extinguishers to be installed in both the driver and passenger sections of stretch limousines. The bill also would have required an annual inspection by the CHP that carried a fee of up to \$75. Governor Brown vetoed the bill and in his response to the Senate he stated that while supporting the inspections the \$75 fee was insufficient to cover the actual cost of the inspections. He invited the legislature to send him urgency legislation in January that would allow the CHP to charge a fee for the actual cost to perform the inspections. We will watch for this next year and keep you informed.



What was left of the stretch limousine after the accidental fire in San Francisco in which 5 died including a bride to be and her friends celebrating her upcoming wedding.

Words for the Word Scramble on page 3

Clues	1 PRIDE	7 TRUCK	13 SKILLS
	2 INTEGRITY	8 INVOICE	14 APPOINTMENT
	3 PROFESSIONALISM	9 TRAINING	15 EQUIPMENT
	4 DEPENDABLE	10 EDUCATION	16 SERVICE
	5 TOOLS	11 CUSTOMER	17 TAG
	6 EQUIPMENT	12 TECHNICIAN	18 RELIABLE

Secret Message

educate your customer



Chief Hoover



*Scott Baker
OSFM*

CALSAFE 2013



James Parsegian OSFM



*President Randy Dysart
Presents Lowell Schuck
Award to Christine Gilbert*



Christine Gilbert's Family during Tribute Presentation



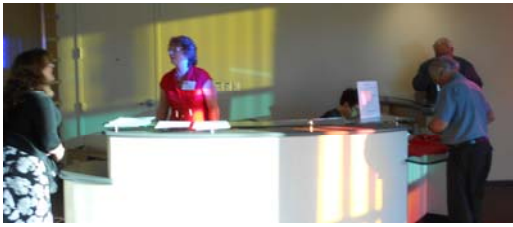
*Darrell Hefley
CALSAFE Presents*



JR Nerat Badger Fire



*Randy Dysart Gives CALSAFE
Recognition to Hoagie*



Where it all begins, Registration 2013



*Thanks for everything
Edie*



*Is that Hand Cuffs Scott has for
you Randy ?*



*For Whom the Bell Tolls,
Linda, John, Mike and Kirk*



No surprises for this group



*Kim joins James, Ben and
Vikkie from OSFM*

Annual Meeting



*Nothing like winning cold hard cash
right Dave ?*

2013 ANNUAL MEETING

This year's annual meeting was a huge success. From the presentation by JR Nerat on Wheeled Extinguishers to Scott Baker's presentation on the complaint process within the OFSM. The meeting was very informative and beneficial. This year's CALSAFE presentation was filled with information on the new regulations that went into effect October 1st. If you were not at the meeting be sure you read the lead article in this newsletter and download a copy of the regulation

changes from our website www.calsafe.com. We also continued to inform you about the latest changes on the upcoming enforcement package that will be out for public comment shortly. It is to your advantage to download and review those proposed regulations as well.

This year our meeting was at the historic McClellan air force base site and our meeting was in an aircraft hanger. Well it actually was a remodeled aircraft hanger, crafted

into a new convention and conference center for the Lionsgate hotel. There were many comments heard from various individuals something like "the last time I was here...." bringing up their memories of passing through when it was still an air force base.

The meeting was one of the best attended in many years. If you were there you helped make it the success it was, thank you for your support of your association.

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WE LOVE OUR VENDORS!!

When it comes to support from vendors and manufacturers, CALSAFE always gets the "cream of the crop" and that was proved again at this year's 2013 CALSAFE Annual meeting in Sacramento. The support, the fantastic door prize contributions, the sponsorships and overall consistency that each of our vendors share with us each year is appreciated so much and we could not do this without their help. So, our hats are off to you...thank you, thank you, thank you! See you in 2014!!

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"Show Me The Money!"

In the world of selling, we sales trainers like to point-out the fact that as human beings we have "two ears and only one mouth". We also recommend that as sales people we should "use those senses in those ratios by listening twice as much as we speak".



by Bruce Carter

Good sales people are good listeners and are especially skilled at asking questions – questions with a purpose. One "type" of question that all fire protection sales and service professionals should master is the ALTERNATE OF CHOICE question. The ALTERNATE OF CHOICE is defined as: **A question the sales person asks giving the prospect the choice between two or more desirable options, while omitting the options he would prefer the**

prospect not consider. In other words, if you do not want the prospective buyer to pick it . . . do not offer it to him as a choice! We tend not to order spaghetti at McDonald's restaurants, right? Why? Well, because it is not a choice on the menu. Instead we order from the choices we are given on the menu. The concept is both simple and effective.

When it comes to selling fire equipment, the same technique can be helpful. For example, in trying to get the prospective buyer to make a positive buying decision about a clean agent fire extinguisher for his server room, the sales/ service rep might very well offer an alternate of choice such as: "Mr. Johnson, would you prefer I mount the extinguisher over here on this wall . . . or would over by that far wall by the door be more convenient for you?" Understand that in this scenario the prospective buyer has not even told the sales person the he is going to buy the clean agent extinguisher. The sales person however, is being professionally assumptive by asking where the prospect would like the unit mounted and giving him two possible options. If the buyer answers the service rep's question with, "I think over by the far wall would be best." Guess what . . . the prospect just bought!

The same ALTERNATE OF CHOICE questioning strategy can be very effective as well when it comes to collecting payment for products sold or services rendered. At the end of the service call what do most sales/service technicians typically say? They usually will say something like, "I am all finished Mr. Brown. I just need your OK on the paperwork and I will leave you a copy". This approach at the end of a service call is certainly appropriate and ethical, however what about when cash flow is a little bit slow? There is a much better way to wrap-up that service-call and collect cash in the process. Consider the following approach.

"Mr. Brown, I am all finished with the annual service on your fire extinguishers and went ahead and installed the two ten pound ABC's we discussed. I mounted them both and put red arrows signs above each of them as you asked me to. Today's service comes to three hundred and twelve dollars and sixty two cents. How did you want to take care of that . . . with cash? . . . check? . . . credit card?"

What option is obviously (and intentionally) missing from the selection of payment terms? That's right – signing the invoice! The savvy service technician intentionally omitted the option he preferred the buyer *not* consider – in this case signing the invoice! Many times the result of this approach will be that the customer simply says, "Well . . . I'll just go ahead and write you a check today. What was that total amount again?" The buyer disappears into the back room and returns with PAYMENT IN FULL for the work performed! Good job . . . mission accomplished!

Getting a little tight on cash around your place? Start using the ALTERNATE OF CHOICE questioning approach when it comes to finalizing that service call. You will be delighted at how many times you will be paid on-the-spot rather than having to bill the customer for your services.

Bruce Carter is a motivational speaker and sales trainer that specializing exclusively in the fire protection industry. For information on Bruce's popular in-house training seminars for your team visit his website at www.nafiresales.com

**COMING IN
2014**

CALSAFE 20th Anniversary

Come Celebrate in San Diego

October 3rd & 4th, 2014

CALSAFE TRAINING

WELCOME TO THE CALSAFE PRESENTATION OF THE FIRE SERVICE TECHNICIAN
TRAINING PROGRAM

THIS SERIES CONSISTS OF THREE TERMINALS.

T-1 WILL START WITH THE BASICS, INCLUDING THE APPLICABLE CODES AND
REGULATIONS OF FIRE EXTINGUISHER SALES AND SERVICE IN CALIFORNIA.

[<click here for T-1>](#)

T-2 WILL DISCUSS THE ELEMENTS OF THE PLACEMENT OF FIRE
EXTINGUISHERS.

[<click here for T-2>](#)

T-3 WILL EXPLORE SERVICE AND MAINTENANCE ISSUES.

[<click here for T-3>](#)

T1
Codes
& Regs

MODULE T-1

PRESENTS
FIRE SERVICE TECHNICIAN
TRAINING
Module T-1
Codes and Regs

Start of T1 Section 2

Start of T1 Section 3

T2
Placement

MODULE T-2

PRESENTS
FIRE SERVICE TECHNICIAN
TRAINING
Module T-2
Placement

Start of T2 Section 2

Start of T2 Section 3

Start of T2 Section 4

Start of T2 Section 5

T3
Service &
Maint.

MODULE T-3

PRESENTS
FIRE SERVICE TECHNICIAN
TRAINING
Module T-3
Service and Maintenance

Start of T3 Section 2

Start of T3 Section 3

Start of T3 Section 4

Have you checked out the CALSAFE Training Program??
See on www.calsafe.com



We're on the Web!
<http://www.CALSAFE.com>

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