

WIRELESS FIRE DETECTION



Support is crucial to the success of any product. EMS embraces both existing and future technologies to ensure each customer gets information when they want it and when they need it.

EMS provides full telephone technical support on all our products from 08.00 until 18.00* Monday to Friday.

We believe that information should be clear and easy to use, and our YouTube channel is just that. With a number of short detailed help videos providing essential information on our products you can access this resource 24 hours a day.

Using a Smartphone is also an important part of our support package and EMS has two "must have" apps available.

The first is our FireCell support app which gives you access to a world of detailed information and assistance. It is also an

when you are on site or just need to review a piece of information.

Our ethos is one of ensuring each customer gets the service and support they need and to ensure trouble free installation EMS provides comprehensive training packages. These can be booked online, at a date which meets your schedule.

Normally we run courses at our Herne Bay Head Office but if you need us to visit you or perhaps deliver this training off site then this can also be arranged.

The EMS Technical Support department has recently introduced a new call logging system to improve not only department efficiency and traceability but also to ensure that the system engineer on site receives the "best in class" support service available.

The system logs each call with the site/engineer details and all relevant support information to provide a detailed and comprehensive audit trail

You can contact the team by telephoning +44 1227 369570 or email technical@emsgroup.co.uk

**UK Time*



FireCell Guide

The EMS Wireless FireCell App is designed as an engineer's on-site tool with lots more useful Radio Fire information available. [Click to download.](#)

**FREE
DOWNLOAD**



ideal way to introduce customers to the benefits and features of wireless technology.

To underpin this we also have a BS5839 app outlining the basic fundamentals of the standards, a great source of reference