

SUPPORT YOU CAN COUNT ON



Protecting 
what matters
for over **50 years**

BEST-IN-CLASS SUPPORT

Unrivalled support, backed by experts

With EMS Wireless, you get more than cutting-edge technology - you gain the assurance of dedicated, expert support at every stage of your project.

Start with confidence thanks to our free, underwritten wireless site survey, carried out by our UK-based technical specialists. Alongside this, we provide industry-leading guidance and comprehensive integrity testing to validate system performance after installation. This joined-up approach ensures every system is robust, compliant, and ready for real-world conditions.

From initial design consultation through installation, commissioning, and ongoing maintenance, EMS experts support you every step of the way. We remove the complexity from wireless fire protection, helping you deliver projects with confidence, on time and on budget.

Install it, move on with confidence, and trust EMS Wireless to deliver true “fit & forget” reliability.



FREE underwritten
wireless survey*



Unrivalled UK
support



Fit & forget

** UK & Ireland only*

UK HELP DESK

Expert guidance - whenever you need it.

Our UK-based technical support team provides industry-leading assistance throughout the product lifecycle.

- End-to-end system support
- Troubleshooting and diagnostics
- On your side and ready when it matters

From first install to long-term maintenance, our experts are with you every step of the way.



EXPERT TRAINING

Empowering your engineers.

We deliver comprehensive training designed to give your engineers the confidence and knowledge to succeed.

- Hands-on, practical sessions
- Comprehensive product and system guidance
- Delivery at our head office or other locations on request

Our expert-led training equips your teams to deliver exceptional results every time.

EXPERT SALES TEAM

Tailored solutions built around you.

Whether it's a simple add-on or a multi-building system for up to 8,000 devices, we'll deliver the right wireless solution.

- Specialists focused on your requirements
- Scalable solutions for any requirement
- Expert, tailored guidance from the outset

From initial concept to final solution, we ensure everything is right from the start and ready to grow with you.



PRE-SALES SUPPORT

Start every project with confidence.

We offer FREE of charge, fully underwritten FireCell wireless surveys, giving you complete assurance.

- Site-specific system recommendations
- Wireless feasibility and performance validation
- Expert guidance to de-risk your project

This proactive approach ensures your system is designed for real-world performance from day one.

PRE-PROGRAMMING

Installations just got even faster.

Our pre-programming service enables systems to arrive configured and ready for rapid installation.

- Streamlined installation process
- Reduced commissioning time
- Consistent, accurate system setup

Helping you deliver projects on time, on budget, and with minimal disruption.



INTEGRITY TESTING

Proven performance, guaranteed reliability.

Our integrity testing service, supported by our field-based engineers, validates system performance.

- Post-installation performance verification
- System robustness confirmation
- Compliance confidence

This ensures every EMS system performs exactly as intended when it matters most.

HANDY LINKS



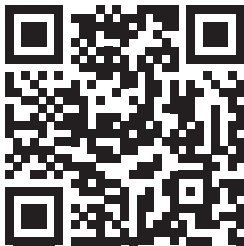
Contact technical
support



Our UK & Ireland
support team



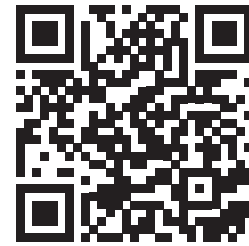
FireCell
support app



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training



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Book on-site
support



Fast
installation



EMS
robustness



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