

# FM-200™

Fire Suppressant

## Falcon Customer Protection Program Overview for the Middle East





Installing a clean agent fire suppression system is a long-term investment; and, for customers with large fire suppression systems, choosing the best clean agent includes protecting that investment. The lack of information on regulatory activities in the wake of the Halon ban is perhaps understandably creating doubt in the minds of users as to which clean agent solution should be installed. Now, there's a way you can provide customers in the Middle East\* with peace of mind, while also increasing your service contract business with the FM-200™ Falcon Customer Protection Program.

The Falcon Customer Protection Program is a warranty that protects your customers for 20 years against any legislation banning the use and/or requiring the removal of FM-200™ from a fire protection system installed during the warranty offer period. (See the program brochure and warranty agreement for complete details.)

This program is currently available for all customers who purchase a FM-200™ clean agent fire suppression system from a Chemours authorized system manufacturer and installer. All that is needed is for the customer to complete the registration requirements detailed in the warranty agreement and send it to Chemours. In addition, your customer is required to maintain a valid service and maintenance agreement with an authorized FM-200™ agent at an interval in compliance with local regulations (minimum semi-annually) to be eligible for the program.

\*See warranty agreement for a list of countries included in the Middle East.



## How the Program Works

It's easy to get started with the Falcon Customer Protection Program. Here's how it works:

1. Review the FM-200™ Falcon Customer Protection Program documentation provided to ensure the program requirements the end user must fulfill are fully understood. Contact Chemours if you have any questions.
2. Use the informative brochure we've created to tell your customers and prospects about the FM-200™ Falcon Customer Protection Program. All the details are there for their review and peace of mind.
3. Install the FM-200™ clean agent system for your customer.
4. Your customer must complete the registration form (available from [bashar.abu-sitta@chemours.com](mailto:bashar.abu-sitta@chemours.com)) and supply a copy of the system working plan. Be sure to emphasize to your customer that it is their responsibility to ensure the accuracy and completeness of the registration requirements. Only accurate and complete applications will be valid.
5. The exact requirements for qualification for this program are in the FM-200™ Falcon Customer Protection Program warranty agreement; but, if you wish to clarify if a customer is eligible to apply, then please contact your Middle East representative at Chemours or email [bashar.abu-sitta@chemours.com](mailto:bashar.abu-sitta@chemours.com).
6. Your customer must send the completed registration form and system working plan to Chemours within 30 days of completion of the system commissioning.
7. Upon receipt of the registration form and system working plan, Chemours will send a letter acknowledging receipt. This acknowledgement of receipt does not constitute an acceptance of the accuracy or completeness of the registration form and/or the system working plan.
8. Be sure to tell your customer that one requirement for a valid application is a service and maintenance contract with an approved by Chemours system manufacturer and installer for the entire term of the program.
9. The program warranty period is for 20 years from the installation date.
10. In the event that legislation does come into place that requires the removal of FM 200™ from the registered system within the 20 year warranty period, Chemours will replace the agent with one that meets the new environmental regulations in that particular country, subject to validation by Chemours that the service and registration requirements have been met in full and subject to the full terms and conditions set out in the warranty agreement.



## Get Started Today!

The FM-200™ Falcon Customer Protection Program is a great way to help your customers protect their investment in fire protection and alleviate their concerns about the uncertain legislative situation that exists today, as well as boost your service agreement sales.

**For further information on the FM-200™ Falcon Customer Protection Program, please contact:**

Antonio Robledo  
Regional Sales Manager  
Chemours Fire Extinguishants Europe  
Tel: +41 22 719 1532  
Email: antonio.robledo@chemours.com

Bashar Abu-Sitta  
Business Development Manager  
Chemours Fire Extinguishants MEA  
Tel: +971 4 813 7872  
Email: bashar.abu-sitta@chemours.com

Email: info.uae@chemours.com  
Or your local authorized FM-200™ supplier

**For further information regarding Fire Extinguishing Agents from Chemours, contact: [www.cleanagents.chemours.com](http://www.cleanagents.chemours.com)**

### Europe, Middle East, and Africa

Chemours International Operations Sarl  
2 Chemin du Pavillon  
CH-1218 Le Grand-Saconnex  
Geneva, Switzerland  
+41-22-719 1500

### Asia

The Chemours Chemical (Shanghai) Co., Ltd.  
7F, Bldg. 11, No. 399 Keyuan Road  
Zhangjiang Hi-Tech Park  
Pudong New District, Shanghai, PRC  
+86-400-8056-528  
Tel: 886-2-25144488

### Americas

Chemours Fluoroproducts  
1007 Market Street  
P.O. Box 2047  
Wilmington, Delaware 19899 (USA)  
302-773-1000



The information set forth herein is furnished free of charge and based on technical data that Chemours believes to be reliable. It is intended for use by persons having technical skill, at their own risk. Because conditions of use are outside our control, Chemours makes no warranties, expressed or implied, and assumes no liability in connection with any use of this information. Nothing herein is to be taken as a license to operate under, or a recommendation to infringe, any patents or patent applications.

© 2015 The Chemours Company FC, LLC. FM-200™, the FM-200™ Logo, and any associated logos, are trademarks or copyrights of The Chemours Company FC, LLC. Chemours™ and the Chemours Logo are trademarks of The Chemours Company.