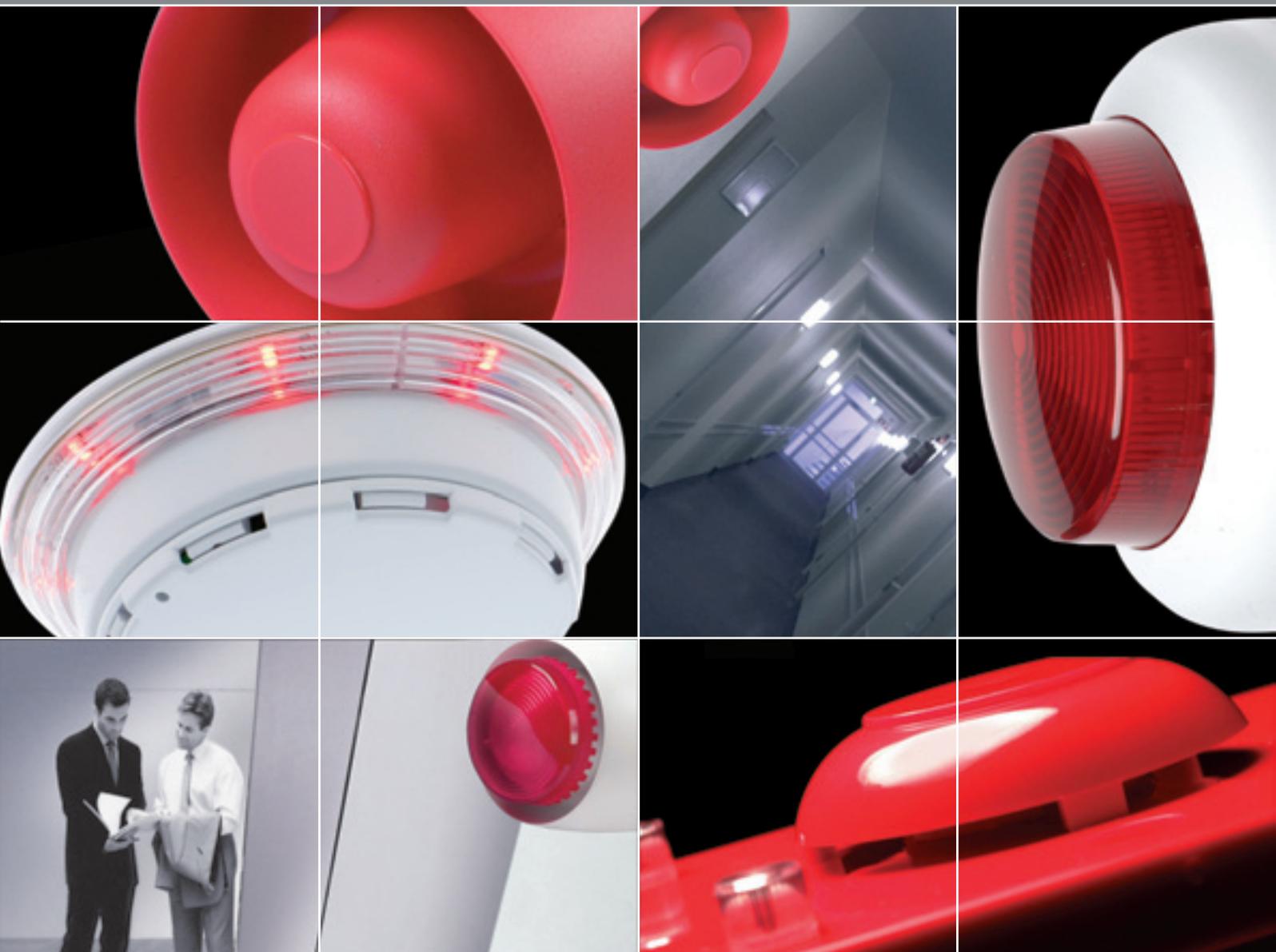# CRANFORDCONTROLS™
FIRE & SECURITY

Brochure

Manufacturer of Quality Fire and Security Products

Company Profile

- Cranford Controls, established in 1993, is an independently owned company which specialises in the design and manufacture of sounders, beacons and ancillary devices for the fire, security and process control industries.

- The company is based in a 13,000 sq. ft. purpose-built facility, located in Alton, Hampshire, UK and is approved to ISO 9001:2000 (ISO9001:2008 by the end of 2009).

- Cranford Controls continues to invest in the latest manufacturing and sound testing technology, with modern in-house SMT line equipment and anechoic chamber.

- The company offers a wide range of approved products which have been independently tested to the appropriate standards including EN54 by the LPCB and VdS and are CE marked to comply with the requirements of the Construction Products Directive (CPD).

- With an ever expanding range of products and dedicated sales and technical teams, Cranford continues to offer a high level of choice and service to customers across the UK, Europe and throughout the world.

- With its main road and mainline rail connections, Cranford Controls is conveniently located to London and all main airports.

"I am delighted to introduce Cranford Controls latest brochure from which you will see that we have added to our already comprehensive range of products.

I am very proud that Cranford continues as a family run business building on our tradition of providing quality product and excellent service to our customers through our committed team."

Suzanne Stockwell, Managing Director

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Cranford Controls recognises the ever increasing importance of approved products within the fire industry. Therefore we continue to invest heavily in our research and development facility enabling us to provide a comprehensive range of approved products to VdS, LPCB with CPD thus offering the end user a fully approved solution.

- VTG Spatial Sounder (page 6)
- VPR Spatial Sounder (page 6)
- VSO Sounder Base (page 7)

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Approved Products

To complement our own range of approved products, we can also offer a carefully selected choice of approved system accessories, adding strength to our one stop shop philosophy.

- Power Supplies (page 19)
- Call Points (page 17)
- Please see page 33 for detailed approval information

Fire & Security Products

The C-TEC range of attractive, highly efficient and easy to install loop powered VTG sounders, VCT sounder base and VTB sounder/beacons offer compatibility with a range of leading fire alarm control panels, please call our sales team for the latest up to date compatibility advice. All units can be set to operate in 'master' or 'shadow' mode (multiple 'shadow' units can be given the same ID address as one 'master' unit, a particularly useful feature on heavily populated systems).

- Straight forward DIL switch addressing
- 3 evacuate tones (continuous, warble or sweep) and 1 alert tone
- Adjustable volume on all models
- Group addressing facility on VTG and VTB allows multiple units to be activated simultaneously
- Available in red or white fire retardant ABS
- Shallow base IP43 or Deep base IP65 mounting options

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VTG & VPR Spatial Sounders

The VTG spatial sounder has been designed to cater for both the fire and security markets, offering a wide voltage range. EN54 approved and anti-tamper versions available.

- 32 tones plus a selectable override tone
- Available in red or white fire retardant ABS
- Shallow base or Deep base IP65
- Energy efficient high output technology

The VPR spatial sounder is available as a 4 tone 24v dc version and 32 tone mains powered 110/220v ac version, offering a cost effective and robust solution.

- 4 tone dc and 32 tone ac
- Available in red or white fire retardant ABS
- Continuously variable volume control
- Hi sound output version available

Fire & Security Products

The EN54 approved VSO platform sounder has been expertly designed to accommodate the attachment of most leading detector brands and is available in a range of colours to match. When a detector is not required, a cover plate is available to transform the VSO into a standalone sounder.

- 4 and 32 tone units available plus a selectable override tone
- Switch selectable volume control to optimise current draw
- Utilises the latest Piezo and associated electronics
- Energy efficient high output technology

The VCT is our original platform sounder design, providing compatibility with most leading brands of detector.

- 4 tones plus a selectable override tone
- Continuously variable volume control
- High output
- Cover plate also available

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VRS & VLS Bedhead/Room Sounders

The VRS Bedhead/Room Sounder is the ideal choice for a discreet but effective warning signal. The innovative design allows the sound to be laterally dispersed enabling the unit to be equally effective from any direction.

- 4 tones
- Available in red or white fire retardant ABS
- Continuously variable volume control

The VLS version incorporates two ultra bright LEDs that flash in synchronisation with the selected tone. Also available with 'Fire Alarm' text on the front plate.

- 4 tones
- Available in red or white fire retardant ABS
- Continuously variable volume control
- 2 x Synchronised ultra bright LED's

Fire & Security Products

The VTB combined unit has been designed to cater for both the fire and security markets, offering a wide voltage range. The product can easily be retro-fitted in place of a VTG sounder on existing systems without the need for additional power supply considerations. This is especially beneficial where the Disability Discrimination Act calls for visual indication. Synchronisation of light output is standard, as is the option to operate the VTB as a flasher/beacon only.

- 32 tones plus a selectable override tone
- Available in red or white fire retardant ABS
- Mounting base options available as Shallow (IP43) or Deep (IP65)
- Combines a high output light source, produced via an efficient LED cluster
- Choice of Red, Amber, Clear or Blue colour lens

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VSO Combined Platform Sounder / LED Beacons

The VSO-LED combined unit utilises the latest advancements in LED technology. This popular product delivers full 360º all round visibility via its high intensity LED array. The optimised electronics enables efficient use of available power to provide superb sound output. The unit accommodates the attachment of most leading detector brands and is available in a range of colours to match. When a detector is not required, a cover plate is available to transform the unit into a standalone sounder/beacon.

- 4 and 32 tone units available both with a selectable override tone

- Switch selectable volume control to optimise current draw

- Utilises the latest Piezo and associated electronics

- Energy efficient high output technology

- Supplied in fire retardant ABS with a choice of Red, Amber, Clear or Blue lens

Fire & Security Products

The VXB LED beacon has been designed to cater for both the fire and security markets and utilises the latest advancements in LED technology. The unit is perfect for those who wish to provide an increased light output without the need for additional power requirements.

- Energy efficient technology
- Anti-tamper version available on request
- Supplied with a choice of Red, Amber, Clear or Blue lens options
- Available in red or white fire retardant ABS
- Mounting base options available as Shallow (IP43) or Deep (IP65)

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ZXB Xenon Beacons

The ZXB beacon utilises the more traditional xenon technology to provide an extremely high light output for applications where low current draw is not the priority. Each beacon incorporates a Fresnel lens arrangement designed to give maximum light output. For the 5 watt beacons, the lens size is heightened to maximise the available light output. The inrush current has been cleverly reduced to avoid the possibility of overloading sounder zones on activation.

- 1, 2 and 5 watt versions available
- Surface mount adaptor included
- Black body with a choice of Red, Amber, Clear or Blue lens options
- IP65 rated

VCL VOCALARM™ Voice Sounder

The VCL family of voice enhanced sounders are the ideal solution for standalone voice sounder applications. A comprehensive range of 36 messages are available, the chosen message/messages will be programmed into the unit at the time of order. High quality digitised messages along with a sweep tone and optional override tone provide the perfect solution to a rapidly growing sector of the market.

- One message with override tone and two message versions available
- Supplied in red or white fire retardant ABS
- IP65 rated housing
- Fully synchronised energy efficient operation
- Custom message options available on request

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VBL Fire Alarm Bell

The VBL 6" motorised bell has been designed to offer maximum performance combined with rapid installation and a sleek low profile appearance. The bell is used for a wide range of alerts including fire alarm. The unit comes complete with a tamper resistant hex bolt and for easy installation an allen key is provided.

- Low current consumption
- Available in red or grey
- Low profile design

The RIU unit is used to give a remote indication of the status of a single or groups of fire detectors in alarm state utilising an LED with a wide area of illumination and high on/off contrast. The units are compatible with the majority of conventional and addressable systems and can also be used for security and process control applications. The standard version is a single gang flush mounted unit, with or without 'Fire Detector Operated' text and also available with a deep back box for surface mounting.

- Direct fit to a single gang deep back box
- Circular version available without text
- Text is available in other languages
- Custom legend available on request

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R24 Auxiliary Relay Units

The R24 relay is intended to switch additional field devices via the two relay outputs supplied. An LED is mounted so that it remains visible during the relay operation. The supply voltage to the relay coil may be continued through the device via the additional terminals supplied. Each device is reverse polarity protected. Typical usage examples are; automatic door retainers, smoke vents and fan shutdown, which are intended to be operated by an automatic fire system. Three versions available; single gang surface mounted, PCB only and PCB mounted in a metal enclosure.

- PCB version for mounting inside PSUs, panels, etc.

- Self contained version in a metal enclosure

- Single gang plate version has 'Auxiliary Relay Operated' text as standard

- Custom legend or other language versions on request

- A version is available for security applications
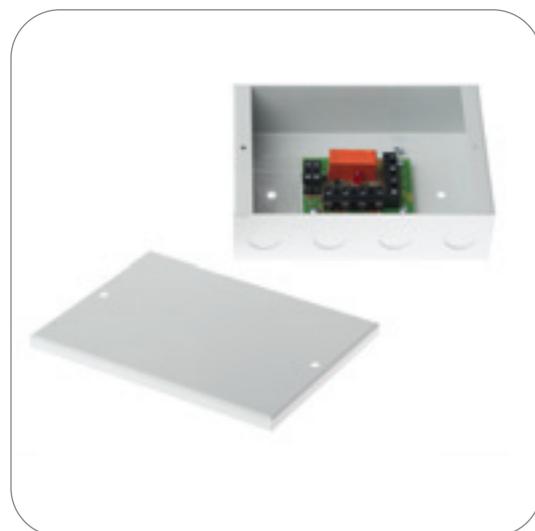
The EN54 compliant call point features a high intensity LED indicator and is supplied ready fitted with 470 Ohm, 680 Ohm resistors and a protective diode for use in most fire alarm systems. The unit comes supplied with the facility to choose either resettable or break glass operation as standard, making this unit the ideal choice.

- Green version available as a single or double pole unit
- Hinged cover, spare glass and spare keys available
- Personalised legend options available on request
- CPD approved version available from July 2009

The EN54 approved call point has been designed to satisfy the EN54 requirements for approved fire systems. Supplied with break glass only which offers a protected plastic film covering to avoid stray glass fragments when the unit is activated.

- Hinged cover, spare glass and spare keys available

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Fireray Beam Detectors

FIRERAY®5000 motorised auto aligning infrared optical beam smoke detector. Worldwide approvals including EN54-12 and UL268.

- Ground level system controller
- Integral laser alignment aid
- Automatic contamination and building shift compensation

FIRERAY®50/100R reflective infrared optical beam smoke detector. Worldwide approvals including EN54-12 and UL268.

- Two options available; 5-50 metres and 50-100 metres
- Automatic self check drift compensation and selectable three way sensitivity threshold levels
- LED indicators to aid the alignment process
- Optional low level test unit

FIRERAY®2000 end to end infrared optical beam smoke detectors. Worldwide approvals including EN54-12 and UL268. Complies with BS5839 part 5.

- Range 10-100 metres
- Automatic self check drift compensation and selectable three way sensitivity threshold levels
- Ground level control unit

Power Supply Products

The 200 series unregulated Transformer Rectifiers are suitable for powering a range of field devices and are ideal for use with the Cranford Controls door retainers. The units contain an internal relay allowing the load output to be switched off on actuation of an external contact or the application of 24v dc. On power off the load output is automatically cut off, making it ideal for fail-safe door retaining applications.

- 2 or 4 amp rating available
- The units feature a green LED to indicate mains present and an amber LED to indicate a fault
- An additional relay may be added by using the Cranford Controls R24 relay pcb only

The 300 series Power Supplies are specifically designed for use with 24v conventional and addressable fire control panels. Batteries with a supply voltage greater than 18v are needed to activate the charging circuit. Batteries are monitored continuously to ensure and

communicate an adequate state of charge. A fault condition is given via the volt free contacts.

- 1, 2, 3 and 5 amp versions available
- For use with lead acid rechargeable batteries (not supplied)
- The units are factory adjusted to provide a 27.6v dc output
- The units feature a green LED to indicate mains present and an amber LED to indicate a fault
- Each unit is supplied within a sturdy metal enclosure with a hinged lid and have been designed for rapid installation

The 300E series EN54 approved Power Supplies offer all the features of the above unit plus a higher level of security and the benefit of product approval to EN54 Part 4. They utilise a constant current supply circuit together with intelligent battery charging.

- Approved to EN54 Part 4 (including CPD requirements from July 2009)
- 1, 2, 3 and 5 amp versions available (replaced by 2 & 5 amp versions from July 2009)
- Remote sited battery monitoring from July 2009
- New energy efficient design based on switch mode technology available from July 2009

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Sales order Hotline **+44 (0) 1420 592 444**
Datasheets available at www.cranfordcontrols.com

DRW Wall Mounted Magnetic Door Retainers

The DRW door retainer is available in two casings, a flame retardant low profile ABS plastic body, specially designed for Cranford and a single gang metal bodied version. Each unit features a spring loaded release pin mounted centrally within the electromagnet ensuring that on power off the fire door is pushed safely and effectively away from the keeper plate.

- 200N version available as either a dc or ac unit and 500N version available as dc only
- Manual release switch
- Provided complete with keeper plate
- Accessories available separately; floor bracket, chain and plates and additional keeper plates

The DRX door retainer is ideally suited to applications where maximum protection is needed against vandalism or accidental damage. It features a rugged cast aluminium housing, a holding magnet with integral ejection pin and a manual release switch.

- 200N and 500N versions available as dc only
- Manual release switch
- Vandal proof version available in both 200N and 500N dc only
- Provided complete with keeper plate
- Accessories available separately; chain and plate and additional keeper plates

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DRG Decorative Magnetic Door Retainers

The DRG decorative door retainers are available in either a bright chrome or lacquered brass finish, with or without a manual release switch. If surface mount is required a matching decorative back box kit is available separately. Each unit features a spring loaded release pin mounted centrally within the electromagnet ensuring that on power off the fire door is pushed safely and effectively away from the keeper plate.

- Ideally suited for installations where aesthetics are paramount

- 112N version as standard, available as dc only

- Manual release switch option

- Provided complete with matching decorative keeper plate

- Comprehensive matching decorative surface mount kit available


Door Accessory Products

The DRP door retainers are available in both 500N and 1000N versions and also come in two standard lengths which can also be cut to length if required. The magnet is fixed within an adjustable head which allows the door retainer to transform between floor, wall or ceiling mounted. The stand and adjustable head are fabricated from steel providing a very robust structure. A moulded cover is included to conceal the mounting fixings once installed.

- Magnet is fitted with a spring loaded release pin
- 500N and 1000N versions available as dc only
- IP51 rated
- Manual release switch fitted as standard
- Provided complete with keeper plate

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IP65 Weatherproof Magnetic Door Retainers

The IP65 door retainers are available in 24v dc and 230v ac versions. This door retainer has been designed for use with virtually all applications, including marine facilities due to its IP65 water ingress protection. Combined with this is its robust steel construction, plated in zinc, aiding in the protection against rusting if the retainer is exposed to moisture. The unit has a strong holding force of 1200N.

- Available as either a dc or ac unit
- IP65 rated
- Supplied complete with keeper plate
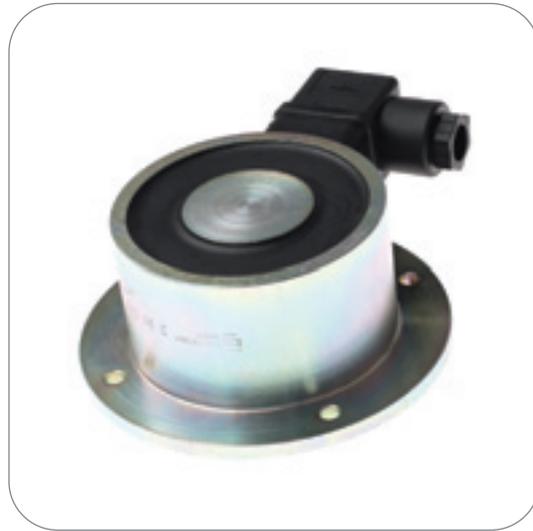
We offer a range of accessories suitable for use with your choice of door retainer. Keeper plate options are; the standard KP-02 unit for use with up to 200N magnets complete with a rubber washer to allow setting of desired angle and our DRF-C metal keeper plates which come with 1 metre of chain that can be cut to length. A floor mounting bracket is also available for mounting our DRW wall mounted version to a floor. A 2 and 4 amp transformer rectifier is available for all dc applications, providing dc output for switching of the door retainer circuit via an automatic fire alarm system.

- KP-02 standard keeper plate
- FMB-02 floor mounting bracket for use with DRW range
- DRF-C keeper plates with 1 metre of chain
- 200 series transformer rectifier available in 2 and 4 amp versions

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The **Dorgard** provides a wireless solution for legally holding open fire doors in any position and releasing them upon the fire alarm sounding. Allowing access throughout your building and ensuring the fire doors are closed when they are needed to prevent the spread of fire and smoke. Suitable for normal environments e.g. offices, care homes and hotels that have an automatic fire detection system installed.

- Installs in under five minutes
- Improves access for wheelchair users in line with the Disability Discrimination Act
- Complies with BS EN 1155 and accepted by the Fire & Rescue service
- Available in a variety of colours and finishes
- Automatic night-time elease facility

The **Deafgard** is a moveable wireless acoustically triggered bedside unit that incorporates high intensity LEDs and a connected vibrator pad, that when placed under the pillow, vibrates to wake the sleeper upon the fire alarm sounding. The flashing LEDs and LCD provide visual indication that the fire alarm is sounding, allowing the individual to leave their room to a place of safety.

- No installation required
- Wireless technology
- Automatically activates when the fire alarm sounds
- Ensures you comply with elements of the Disability Discrimination Act
- Fail-to-safe dual battery supply
- Alarm clock facility for deaf and hard of hearing people

Fireco Products

Fireco Products

The **Dorgard** X is activated by System X (TX). When Dorgard X receives a signal from the TX unit, the Dorgard X releases the fire doors preventing the spread of fire and smoke. One System X (TX) can be used to control any number of Dorgard X units within a 100 metre range, subject to a site specific survey. Dorgard X incorporates the latest radio technology making it suitable for all environments.

- Wireless system
- Fail-to-safe radio technology
- Ensures you comply with elements of the Disability Discrimination Act
- Timed daily release facility
- Complies with BS 7273-4:category B

The **Deafgard** X is activated by System X (TX). When Deafgard X receives a signal from the TX unit, the Deafgard X bedside unit will activate the high-intensity strobe LED and connected vibrating pillow pad. A flashing strobe and LCD provide visual indication that the fire alarm is sounding, allowing the deaf or hard of hearing person to leave their room to a place of safety. Deafgard X incorporates the latest radio technology.

- Wireless system
- Fail-to-safe radio technology
- Dual battery supply
- Ensures you comply with elements of the Disability Discrimination Act
- Alarm clock facility for deaf and hard of hearing people

CRANFORDCONTROLS
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Fireco System X Hardwired Transmitter

A new hardwired version of the highly successful System X fire safety system that uses a System X hardwired Wi-Fi transmitter unit, directly wired into the fire alarm panel, to automatically signal a fire alarm condition to all wirelessly linked products. A System X transmitter unit (TX) positioned next to the fire alarm panel is wired into the fire alarm fault and sounder circuit, or into the fire alarm loop using fire rated cable. The TX unit monitors the fire alarm panel as well as any linked device, such as Dorgard X or Deafgard X. In the event of an alarm or fault, the System X transmitter will send a radio signal to all linked devices to fail-to-safe, i.e. Dorgard X will release the fire doors. System X is powered by the fire alarm panel as well as having a battery back-up facility; in the event of power failure all System X products in range will fail-to-safe within 96 seconds, thus exceeding the standard. System X can be set to 16 separate channels allowing different systems to be installed in multiple locations.

- Designed to work with both Dorgard X and Deafgard X products
- Wireless activation from hardwired transmitter
- Fail-to-safe radio technology
- Ensures you comply with elements of the Disability Discrimination Act
- Easily fitted with minimal disruption

The range of **PEPPERL+FUCHS** isolated barriers that we offer are available to suit most applications for interfacing fire detectors onto conventional and addressable systems as well as driving IS sounders / beacons. Each barrier has been tested and certified so that over voltage on the primary (safe) side of the transformer cannot release energy across the winding to the secondary (hazardous) winding of the transformer. The use of transformer isolated barriers combined with sounders means that installers may wire both detectors and sounders/beacons with no requirement for an intrinsically safe earth, making for a more simplified and cost-effective approach to hazardous areas.

- Din rail enclosures are available to suit the requirements of each barrier interface.
- IP65 sealed
- No intrinsically safe ground required
- Suitable for conventional, intrinsically safe and addressable products

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Sales order Hotline **+44 (0) 1420 592 444**
Datasheets available at www.cranfordcontrols.com

IS Mini Products

The Intrinsically Safe sounder and strobe family consists of a 100dBa sounder, a LED beacon and a combined unit with the beacon mounted centrally. All versions are cylindrical, 88mm in diameter, making installation an easy process. One barrier (supplied separately) is required to power each device.

- Suitable for zones 0, 1 and 2
- 49 tone 100dBa sounder
- Amber, Red and Blue LED array beacons available
- Combination unit can be powered through a single barrier
- All units are flame retardant and rated at IP66
- Certification to ATEX, IECEx, FM

Flameproof Sounder, Beacons and combined units are all available within this range. All these units are made from marine grade aluminium, are easy to install with no barrier requirements and are suitable for use in flameproof zones 1 and 2 and dust ignition proof zones 21 and 22.

- Certification to CENELEX ATEX EEx d IIC T4
- Nominal 110dBa on all sounders
- Beacon available in red, amber, blue, clear or green lens colour

The **FIRERAY** EExD is a flameproof infrared optical beam smoke detector. Worldwide approvals including EN54-12 and UL268.

- Range 10-100m
- Low current consumption
- Automatic self check drift compensation
- Selectable sensitivity / threshold levels
- Ground level control unit
- Complies with BS5839 part 5
- Small unobtrusive transmitter and receiver heads

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DDA Products

The Disability Discrimination Act has become increasingly important, calling for architects, designers and building owners to take into consideration the needs of any person with a physical disability. Cranford Controls offer a number of effective solutions, the VSO and VTB sounder/beacon combination units can be used to alert the hard of hearing and visually impaired. For those who are at risk while sleeping the Fireco Deafgard can offer tactile stimulation. We also offer a wide range of door retaining devices which are not only suitable for stopping the spread of smoke but also provide easy access for those with limited mobility.

- VSO Platform Sounder / LED Beacon (page 10)
- VTB Spatial Sounder / LED Beacon (page 9)
- Fireco Deafgard (pages 26, 27 and 28)

VdS

The Cranford Controls manufacturing plant is approved to VdS approval no. G 205137.

Approved Products		Approval No.
VTG-32E	Spatial Sounder	G 205137
VSO-32E	Platform Sounder	G 208012
VSO-3E	Platform Sounder	G 208013

CPD   EC Certificate of Conformity

The initial type testing for the relevant characteristics of the product, the initial inspection and continuous surveillance of the factory and factory production control has been performed under the control of the approved body BRE Certification Limited.

Approved Products		Approval No.
VTG-32E	Conventional Type A/B fire alarm sounder for use in fire detection and alarm systems	0832-CPD-0255
VPR-DT	24V Fire Sounder for use in fire detection and alarm systems	0832-CPD-0493
VSO-32	Conventional indoor Type A sounder base for use in fire detection and alarm systems	0832-CPD-0605
VSO-4	Conventional indoor Type A sounder base for use in fire detection and alarm systems	0832-CPD-0604
VSO-3	Conventional indoor Type A sounder base for use in fire detection and alarm systems	0832-CPD-0606

All provisions concerning the attestation of conformity (Level 1) and the performances described in Annex ZA of the standard EN 54   3: 2001 + A1: 2002   Fire detection and fire alarm systems   Fire alarm devices   Sounders were applied and that the product fulfils all the prescribed requirements.

LPCB (Loss Prevention Certification Board)

The Cranford Controls manufacturing plant is certified to Quality System Cert. No. 546 Assessed to ISO 9001:2000. Certificate Number: 546a to EN 54 3: 2001 + A1: 2002.

Certified Products		LPCB Ref. No.
VTG-32E-SB	Conventional indoor Type A Sounder	546a/01
VTG-32E-DB	Conventional outdoor Type B Sounder	546a/01
VPR-DT	Conventional outdoor Type B Sounder	546a/02
VSO-32	Conventional indoor Type A sounder base	546a/04
VSO-4	Conventional indoor Type A sounder base	546a/03
VSO-3	Conventional indoor Type A sounder base	546a/05

For full approval details and copies of our approval certificates please refer to our website or alternatively please contact our technical department.

CRANFORDCONTROLS™
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- **RoHS Compliance**

  - The RoHS Directive came into force on 1 July 2006. Our manufacturing facility and products have been lead-free since 2005 and are labelled accordingly.

- **WEEE Compliance**

  - The Waste Electrical and Electronic Equipment (WEEE) Directive seeks to reduce the amount of WEEE sent to landfill. The WEEE regulations came into force in July 2007. As a producer of WEEE, Cranford Controls has put into place arrangements to facilitate the collection, transportation and appropriate recycling of WEEE, for which we have an obligation. In line with the WEEE regulations, Cranford Controls is registered with the Veolia WEEE Producer Compliance Scheme.

  - As part of this legislation, all our products are marked with the crossed out wheeled bin symbol.

  - All the products which are manufactured by Cranford Controls and/or branded as Cranford Controls are our responsibility. Products which we distribute on behalf of our carefully selected suppliers and retain their identity fall under their responsibility. If you require further clarification or advice please call our offices on 01420 592444.

  - If you wish to return product to Cranford, please call the above number for guidance.

  - Cranford Controls have made arrangements with Veolia for free advice to be made available to all our customers and potential customers regarding the implications of the WEEE directive upon them. This will include clarification of the regulations, assistance in evaluating the potential benefits of an end user managing their own obligations or to provide points of reference from the regulators. In order to obtain this free guidance please contact:

      Veolia Environmental Services
      Tel: 0845 8900463 or visit www.veolia.co.uk
      Or e-mail compliance@veolia.co.uk

  - Cranford Controls Ltd WEEE Producer Registration Number WEE/DJ0787SW.

- **Customer Returns Policy**

  - **Warranty Period**
    All products manufactured by Cranford Controls Ltd are covered by a 12 month warranty period ex-works. However, this period will be extended up to 18 months from the manufactured date provided the manufacturing information is still intact. This practise allows for transportation time and storage of the product.
    Products originating from other manufacturers will be subject to those manufacturers' policies and conditions, which are beyond our control. We will endeavour to keep the customer informed of any policy changes.
    Products manufactured by Cranford Controls Limited will display a product label showing the product reference number, e.g. VTG-32 and shall have the date of manufacture affixed to the product.
    This information will be used to determine any out of warranty charges that may be applicable.
    The warranty will be deemed as void if the date code has been replaced/removed/ damaged or defaced in any way.

  - **Returns Procedure for goods still in Warranty**
    Check the manufacturer's date of manufacture label to verify that the product to be returned falls within the stated warranty. If it doesn't, please follow the returns procedure below for goods out of warranty.
    When obtaining a Non Conformance Control number please give full details of the exact nature of the fault and any other relevant information, which may be helpful to us when diagnosing the fault (e.g. any peripheral equipment that may be in situ.).
    If items are returned for our attention in an un-merchantable condition, e.g. scratched or marked in any way, drill holes bored, paint smeared products, items not in their original packaging, etc. any form of credit may be refused irrespective of whether the product(s) is in or out of warranty. An extra charge to return the equipment to merchantable condition may be applicable.
    Any item(s) returned with an instruction to repair and return will be actioned FOC if still under warranty and subject to circumstance.

  - **Advance Replacements**
    Account customers will be invoiced on despatch of advance replacement products. Our agreed payment terms will apply.
    A proforma invoice will be raised for non-account customers. Payment must be received before the goods are despatched.
    On receipt of the goods by the customer our 'Returns Procedure for Goods still in Warranty;, as detailed above will apply.
    Only under exceptional circumstances will we issue a credit for return of original product(s) supplied where an advanced replacement has been issued. This is subject to prior agreement.

  - **Notification**
    Any parcels returned to Cranford Controls Limited will be recorded and the sender will be notified of their receipt.
    Each product will be individually inspected and dealt with on its own merit.
    A fault report is available on request. However, ALL goods returned to sender will have the fault report attached to the parcel.
    We endeavour to deal with returns as quickly and efficiently as possible. Our normal turnaround time for repairs is typically 2-3 weeks from receipt of the goods.

  - **Goods surplus to requirement or ordered in error**
    At the discretion of the Company, goods surplus to the customer's requirement or ordered in error may be returned to us provided they are in their original state and in their original packaging. These may be subject to a handling charge of up to 30%. Prior agreement must be obtained before returning surplus goods.

  - **Warranty Times**
    Standard warranty time on products is 1 year with exceptions for the following items:
        2 years   EN54 Compliant Call Points
                   Industrial Equipment with a 312-xxx pre-fix
                   EN54 Approved Call Points
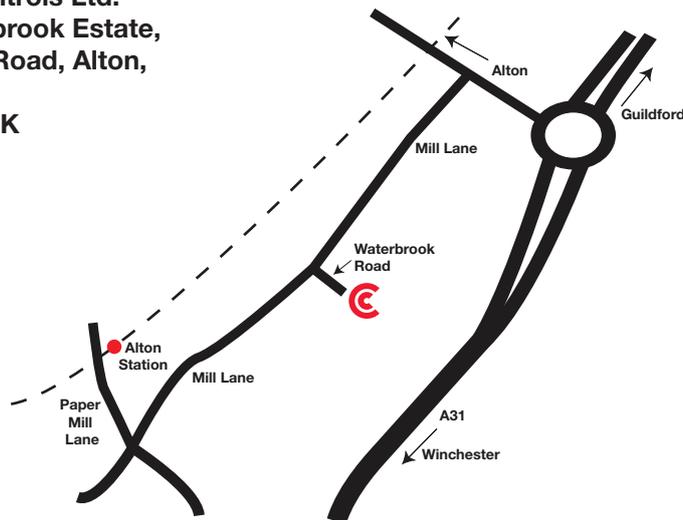   FireRay Products with a 307-xxx pre-fix

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FIRE & SECURITY

F I A
Fire Industry Association

LPCB

ISO 9001:2000
Certificate No: 546

How to find us

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Alton

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Alton
Station

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Paper
Mill
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By Rail:

Nearest mainline station - Alton. Trains every half hour to and from London Waterloo. Journey time approx. 50 mins

By Air:

Nearest airports - London Heathrow, London Gatwick and Southampton.

Contacting us

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