

## **Technical support terms and conditions**

*Any technical advice provided is based upon the accuracy of the information provided by the enquirer and/or other relevant parties to Siderise Group "Siderise". If the information provided at the time of enquiry upon which the technical advice is based changes in any material way, it is the responsibility of the enquirer to submit revised information to Siderise for consideration. Siderise reserves the right to revise or confirm the technical advice provided.*

*Any technical advice provided by Siderise is based upon data obtained from tests conducted under laboratory or other controlled conditions (internal Siderise testing, as well as third-party testing) and other relevant technical data sources available at the time of the advice, and in accordance with appropriate third-party certifications.*

*Whilst Siderise is able to provide technical advice on its products and their application, it is the responsibility of the enquirer to ensure the information provided to Siderise upon which the technical advice is based is accurate and up-to-date, and that any products recommended by Siderise meet their specific needs (and the needs of any other interested party to which the enquirer owes a duty) subject to the project's particular requirements.*

*If the technical advice includes a formal written technical assessment of the fire performance of any particular construction product and is based on test evidence, then such assessment will be undertaken in accordance with the latest PFPF guidance (see <https://www.firesectorfederation.co.uk/wp-content/uploads/2021/02/Guide-to-Undertaking-Technical-Assessments-of-the-Fire-Performance-of-Construction-Products-Based-on-Fire-Test-Evidence-2021-1-2.pdf>).*

*The technical advice provided by Siderise, whether verbal or in writing, is given in good faith but without warranty of any kind, express or implied."*