

Protective Clothing and Equipment Problems

Where does the User (Fire Department) go for assistance?

The IAFC Safety and Health Committee provides the following information and recommendations:

- Document the problem
 - What has happened?
 - Nature of the failure, defect or lack of performance of the product
 - What action do you expect to occur to fix the problem?
 - Do you want the product repaired or replaced?
 - Is the product within warranty?
- Contact the manufacturer's representative or the distributor where the item was purchased. You may not be the only one having problems with the product. There may already be a user alert or recall on the product.
 - Describe the problem and request their assistance in resolving it.
 - Be sure to include contact information for a person in your agency to discuss or resolve the problem.
- Contact the manufacturer directly; unless you have a specific contact person, work through the customer service department or representative.
- Contact the certification agency that certifies the product as compliant to a specific standard. Underwriters Laboratories (UL) and Safety Equipment Institute (SEI) are two of the predominant agencies providing certification for Public Safety Products.
- Contact the International Association of Fire Chiefs, Health and Safety Committee
- Contact the International Association of Fire Fighters, Safety and Health Department.
- For products or equipment certified or claiming to be compliant with an NFPA standard, also advise the National Fire Protection Association, Public Fire Protection Division.
- For Self Contained Breathing Apparatus, also contact National Institute of Occupational Safety and Health (NIOSH) - Respirator Branch.

CONTACT INFORMATION:

NIOSH/Respirator Branch
1095 Willowdale Road
Morgantown, WV 26505
304-285-5907
304-285-6030 Fax
respcert@cdc.gov

National Fire Protection Association
Public Fire Protection
1 Battery March Park
Quincy, MA 02269-9101
617-770-3000
617-770-0700 Fax
www.nfpa.org

International Association of Fire
Chiefs, IAFC
4025 Fair Ridge Dr.
Suite 300
Fairfax, VA 22033-2868
703-273-0911
703-273-9363 Fax
www.iafc.org

International Association of Fire
Fighters, IAFF
Safety and Health
1750 New York Ave., NW
Washington, D.C. 20006
202-737-8484
202-737-8418 Fax
www.iaff.org
safety@iaff.org

Safety Equipment Institute
1307 Dolley Madison Blvd. Suite 3A
McLean, VA 22101
703-442-5732
703-442-5756 Fax
www.SEInet.org
info@SEInet.org

Underwriters Laboratories Inc.
333 Pfingsten Road
Northbrook, IL 60062-2096
708-272-8800
708-272-8129 Fax
www.ul.com
fes@ul.com