



February 2024

CASE STUDY

SURESERVE FIRE & ELECTRICAL
SHOW COMMITMENT TO
RESIDENT SAFETY



TOGETHER WITH

Sureserve 
Fire & Electrical

Part of the Sureserve Group

SURESERVE FIRE AND ELECTRICAL, BASED IN HORSHAM, WEST SUSSEX, ARE UTILISING AICO PRODUCTS TO PROVIDE THEIR CLIENTS WITH THE BEST POSSIBLE PROTECTION FOR RESIDENTS HOMES

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Sureserve Fire and Electrical, based in Horsham, West Sussex, are utilising Aico's product range to provide their clients with the best possible protection for the tenants in their housing stock. They have been working across a diverse range of projects from flats to streetside properties, purpose-built homes to sheltered schemes.

In addition, Aico supports Sureserve via award-winning CPD accredited Expert Installer Training and City and Guilds qualifications. This ensures installers understand the full product range and how to install them correctly and efficiently.

COMPREHENSIVE PROTECTION FOR RESIDENTS

Aico, the European market leader in Home Life Safety, has been at the forefront of delivering cutting-edge solutions that adhere to UK standards. In 2020, Aico strengthened its offering through the acquisition of HomeLINK, a multi-award-winning Internet of Things (IoT) provider.

Aico has now been collaborating with Sureserve Fire & Electrical for an extended period of time in order to showcase the quality of Aico products and devices, whilst demonstrating the power of a synergistic approach to IoT in enhancing home and resident safety.



Sureserve Fire & Electrical and Aico have joined forces to deliver a range of projects across different sectors, ensuring comprehensive protection for a diverse range of homes. The collaboration encompasses installations for a variety of housing associations and private developments, leveraging Aico's state-of-the-art alarms and HomeLINK IoT technologies.

Innovative products such as the Ei1000 Gateway give landlords remote access to vital data-driven insights such as replacement dates, activations, and alarm head removals. Sureserve Fire & Electrical have encouraged the landlords they work with to install these Gateways whilst upgrading their systems with other Aico products. This will improve cost effectiveness and ensure compliance, alongside providing the best protection for their residents.

DIVERSE RANGE OF PROJECTS

- ▶ **Swindon Borough Council** - Implementation of Grade D1/LD1 & D1/LD2 with Gateways and Environmental Sensors.
- ▶ **A2Dominion** - Installation of D1/LD2 alarms with Gateways in converted streetside properties.
- ▶ **Wandle Housing Association** - Deployment of Grade D1/LD2 and Grade F1/LD2 in various streetside properties.
- ▶ **Dartford Borough Council** - Installation of Grade D1/LD1 with connection to social alarms in sheltered schemes comprising of approximately 30 flats each.
- ▶ **PA Housing** - Installation of Grade D1/LD2(D) in various converted properties, purpose-built, and sheltered schemes with connection to social alarms.



COLLABORATION AND TRAINING

Aico have provided the relevant teams within Sureserve Fire & Electrical with their bespoke FIA CPD accredited Expert Installer Training. This free training course ensures all colleagues are equipped with the knowledge they need to be confident in installing Aico's full range of products. The in-house electrical team at Sureserve Fire & Electrical has been able to install the products correctly and efficiently and set up the system with ease, particularly with the use of the SmartLINK app. The app is designed to work with the Gateway and the Portal, and guides electricians through the process of installation, whilst providing a complete digital installation record of each device and property.



A number of Sureserve Fire & Electrical installers continued onto also complete Aico's City & Guilds assured training course. This ever-popular course has been designed to give a more detailed understanding of the design, installation, maintenance, interconnection, siting, and electrical connection of domestic alarm systems.



THE FUTURE

The continuous collaboration between Aico and Sureserve Fire & Electrical has resulted in the successful implementation of a diverse range of projects, providing enhanced safety measures across different housing environments.

The integration of Aico's alarms and IoT solutions, ensures not only compliance with standards, but also a forward-looking, technologically advanced approach to home life safety. These future-proof products and systems also increase sustainability with the ability to continue to add and integrate new devices such as Environmental Sensors, the Resident App and Smart Meter integration.

This ongoing relationship serves as a testament to the effectiveness of a collaborative approach in addressing the complex challenges associated with ensuring the safety and well-being of residents in the diverse housing scenarios we have here in the UK.



It has been a pleasure to work with Gary Putland and his Team. It is refreshing to find an organisation that is taking the lead in doing everything they can to protect their clients and tenants in their homes whilst providing their staff with all the knowledge and expertise required to achieve this. I hope this positive collaboration long continues.

Paul Barrett, Regional Specification Manager - South East, Aico





We are delighted to collaborate with Aico on a mixture of projects and retrofits and life detection systems. They provide unrivaled further support and training and their products and services are elite in our industry, setting the standards for innovation in every aspect of their offering. From installation to commissioning, their products are not only of the highest calibre but also incredibly easy to install, streamlining our processes and ensuring efficient project completion.

Gary Putland, Operations Director, Sureserve Fire & Electrical



To view the full Aico product range, please visit:

<https://www.aico.co.uk/products/>