



To: Building Owners & Property Managers,

Re: **Sprinkler System Maintenance**

This letter is to clarify the Calgary Fire Department's (CFD) requirement for sprinkler system service companies to report unrepaired deficient systems. The National Fire Code – 2023 Alberta Edition, Division C 2.2.7.2.(4) states:

If a person who carries out the maintenance of fire protection installations, including but not limited to portable fire extinguishers, fire extinguishing systems, fire alarm systems or fire alarm devices, discovers that a device or system is inoperative or defective and the owner or their authorized agent is unwilling or unable to correct the defect, the person carrying out the maintenance shall forthwith notify, in writing, the fire department and the owner or their authorized agent of that notification.

Therefore, service companies are mandated to report systems that have any deficiency, to the fire department. To allow for business processes, the CFD expects systems to be reported within 10 days of the initial inspection of the system. When a system is reported as deficient a Fire Safety Codes Officer will contact the building owner to ensure that the appropriate repairs are completed.

**Please note:** Owners/operators who wish to solicit multiple quotes for repairs may do so, but this does not remove the requirement of the original service company to report a deficient system within the 10-day window, nor does the solicitation of multiple quotes lessen the requirement to have a system repaired in a timely manner.

Furthermore, service reports often provide a list of deficiencies and recommendations. It is important for owners/operators to know that deficiencies are those problems that must be corrected according to the Provincial Fire Code and recommendations are suggestions to improve fire protection for life and property, and are the professional opinions of service companies. Recommendations are not mandatory. However, if recommendations are implemented, they must be done according to the appropriate code and may require a permit and professional verification. It is up to the building owner to decide on whether they will implement recommendations or not. Building owners should be aware that when a system is improved according to recommendations, those changes need to be maintained in subsequent annual inspections as well.

Thank you for your cooperation.

Glenn Baxter  
Fire Marshal  
**Calgary Fire Department**