

ARC Transfer Procedure

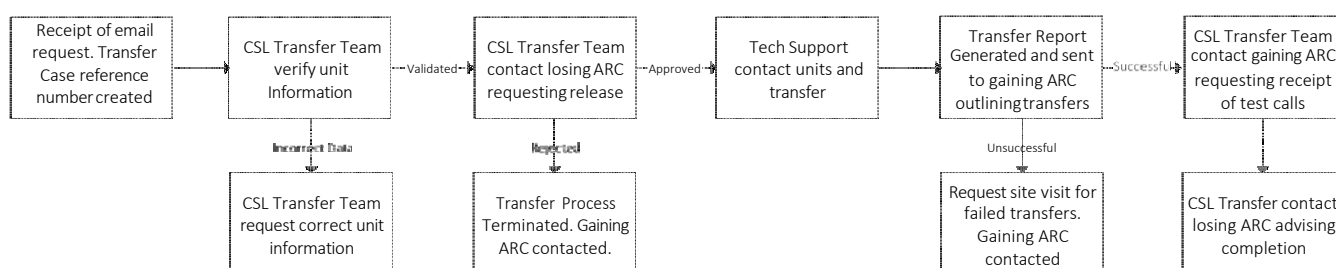
MAY 2020



Transfers up to 15 devices – all Fire & Security Signalling Devices

1. To ensure the successful completion of the transfer request on your chosen day, please request at least **1 business day** in advance of when transfer is due to take place.
2. CSL Group will make every effort to confirm your request within **4 hours** and complete the transfer request within **1 business day**.
3. Transfer requests after 3pm will be confirmed on the following business day.

Email Address transfers@csl-group.com
Email Title Transfer Request + [Losing ARC] to [Gaining ARC]
Email Body Attach Transfer Request Form



Bulk Transfers over 15 devices – all Fire & Security Signalling Devices

1. To ensure the successful completion of the transfer request on your chosen day, please send Bulk Transfer requests at least **10 business days** in advance of when transfer is due to take place.
2. CSL Group will make every effort to confirm receipt of the request within **24-48 hours** and complete the transfer request within **10 business days**.
3. Bulk Transfers will incur a charge, which will be advised prior to completion.
4. Transfer requests after 3pm will be confirmed on the following business day.

Email Address transfers@csl-group.com
Email Title Bulk Transfer Request + [Losing ARC] to [Gaining ARC]
Email Body Attach Transfer Request Form

Delays & Terminations

- Transfer Request Form - Incorrect information may result in additional communication and may delay the transfer request.
- Requesting Release - If we do not receive confirmation from the losing ARC after 2-3 attempts the Transfer request may be delayed or terminated.
- Site Visits - We advise that you do not send engineers to site until the transfer has been approved by both ARCs.
- Transfer Case Reference - Requests will be assigned a case reference number. Please ensure all correspondence is sent under the same case reference/email chain. Answers outside of the case reference may cause delay.
- Transfer Rejection – Rejection from either the losing or gaining ARC will result in termination of the transfer request.