

Technical Query Request Form

How will FPA Australia respond to my technical query?

Members – Supported service

Supporting members is the core focus of FPA Australia and therefore the Association endeavours to respond to FPA Australia member queries **within 2 business days upon receipt of the Technical Query form**. If we are unable to reply within 2 business days, we will provide a reply to you as soon as we are able.

Non-Members – Limited Service

Due to an ever increasing amount of technical queries being received by FPA Australia’s Technical Department, we can only provide limited service to non-members. FPA Australia **may or may not** decide to respond to non-member queries. If we do decide to reply to a non-member query, preference will be given to key stakeholders and will be determined by the specific nature of the query itself.

This limited service priorities FPA Australia’s resources to provide timely advice to our members who have supported the Association.

Consultative Services

FPA Australia does **not** provide consultative services for site specific issues. We aim to provide direction to members to inform them so that they can determine the appropriate course of action.

Become a member

Should you be interested in membership to FPA Australia please contact see the “Member Services & Becoming a Member” page of our website (<http://www.fpaa.com.au/membership.aspx>) or ring the membership department on 03 8892 3131.

Technical query

If you have a technical query, please fill out the following form and submit it to technical@fpaa.com.au

In filling out this form, please indicate your selection of an option by including an “X” within the square brackets associated with the option [].

For example: Member [X] Non-member [] ←“X” here indicates you are a member

Date:				
Name:				
Membership Status:	Member []		Non-Member []	
Contact details:	Member No:			
Your role:	Phone:			
	Email:			
	Manufacturer []	Designer []	Installer []	Inspect and test (servicing) []
	Maintenance []	Consultant []	Building Owner []	Building Occupier []
	Real Estate Agent []	Facility Manager []	Body Corporate []	Strata manager []
	Other (please specify): []			

Jurisdiction query relates to:	ACT []	NSW []	NT []	QLD []
	SA []	TAS []	VIC []	WA []
Query is in regards to:	Act or Regulation []	Code (e.g. BCA) []	Australian Standard []	FPA Australia document []
	Other (Please specify):			
Details of Building query is in regards to:	Classification or use: Is it an existing building or one under construction: Number of storeys:			
Query:	Please outline the specific details and context of the query			

Disclaimer

Please note that the opinions expressed in response to technical queries received by FPA Australia reflect those of FPA Australia however are subject to change based on receipt of further information regarding the subject matter. You should interpret the technical opinion or information provided in any response to a technical query carefully and consider the context of how this opinion / information will be used in conjunction with the requirements of regulation (state and/or federal); relevant standards, codes or specifications; certification; accreditation; manufacturer's documentation and advice; and any other relevant requirements, instructions or guidelines. FPA Australia does not accept any responsibility or liability for the accuracy of the opinion / information provided, nor do they accept either directly or indirectly any liabilities, losses and damages arising from the use and application of this opinion / information.