

## Protecting people from the threat of fire. **IT'S OUR STRENGTH.**

**WE'VE BEEN DOING IT SINCE 1929.** With that kind of legacy, it's no surprise we've become one of Canada's largest suppliers of Life and Fire Safety solutions. Rest assured, you're in very experienced hands.

Our commitment to training is another reason why thousands of customers count on us every day. Our team of 1,005 employees boasts 227 manufacturer-trained Fire Alarm Technicians in 28 offices across Canada. They provide top-notch service backed by a large inventory that includes fire products from Edwards, one of the most renowned brands in the industry.

**We've got your back. Contact us today to find out how we can help.**



[www.troylfs.com](http://www.troylfs.com)  
**1-877-441-8769**



# Best-in-class Service

Our Fire Alarm Technicians are monitored for technical competency by a *Qualification, Training and Review (QTR)* program.

To advance, Technicians must demonstrate the required level of skill and ability with a broad range of products. Skills and needs are assessed at least once a year. One-on-one instruction is provided on the job by a Supervisor, Group Leader or Senior Technician. Formal performance evaluations are completed every six months until the top level is achieved, and at

least annually thereafter. Hands-on factory training is provided for programming, troubleshooting and repair. Technicians must achieve a minimum proficiency level of 80% before receiving a programmers key.

In many provinces, our Fire Alarm Technicians are members of the *Canadian Fire Alarm Association (CFAA)* and they abide by CFAA and Authority Having Jurisdiction (AHJ) requirements. They complete annual training to maintain CFAA certification and ensure on-going technical competency.

## Customers pick us because we install, maintain, inspect and repair:

### Sprinkler Systems:

- Stand pipes, Fire pumps, and Antifreeze loops
- Foam and Special Hazards systems
- Kitchen Hoods
- Backflow systems
- Off-Road Vehicle Suppression

### Fire Detection Systems:

- Control Panels (small, mid-sized, and large systems)
- Smoke and Heat Detection
- Graphic Annunciation

- Central Station Monitoring
- Linear Heat, Air Sampling and Gas Detection systems
- Mass Notification systems
- Emergency Lighting & Exit Signs

### Signaling Devices:

- Audible, Visual, and Hazardous Location devices

### Marine Fire & Safety Systems:

- Fire Protection, Alarm, and Detection Systems
- Water Mist Systems
- Portable and Fixed Fire Equipment

- Self Contained Breathing Apparatus
- Safety Equipment, Fire Hose & Hydrants

### Security & Communication Systems:

- Access Control, Video Surveillance, Intrusion, and Electromagnetic Egress systems
- Nurse and Emergency Call systems
- Wander Prevention and Asset Tracking
- Emergency Voice Paging, Intercom, Commercial Sound, and Time Keeping systems
- Central Station Monitoring

## A message from our President

*Thank you for considering Troy Life & Fire Safety as a potential supplier.*

*Troy is one of Canada's largest third party service providers of fire alarm systems, sprinkler systems, fire extinguishers, emergency/exit signage, fire & kitchen suppression, security, nurse call and communications products.*

*We've built a culture that delivers on promises and is committed to quality.*

*It starts with me and runs through our offices coast-to-coast. We provide world-class customer service, which strengthens old relationships and helps us win new customers. We are one of Canada's biggest national suppliers of Fire and Life Safety product and service, and our growth is a measure of our success.*

*No matter how sophisticated or demanding the challenge, we have the right blend of expertise and experience to provide reliable solutions.*

*When it comes to fire alarm system projects, I can assure you that the Troy team will meet your all of your criteria and check off every box on your list. They have my full endorsement and support.*

*Sincerely,*

**Jim McCoubrey**  
President & Chair  
of the Board



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