# The acceptance and assurance conversation

## Understand what installation completion demonstrates.

Completion should be understandable to the people running the service, not just the people installing equipment.

**Ask the responsible technical lead or supplier to confirm:**

• Which equipment and connections the completed work covers, by site or location.

• What actual alert-to-response pathway was tested, with which receiving service.

• Whether any building or safety systems needed separate checks, and who completed them.

• Whether failed or incomplete tests were documented and resolved or remain under a managed plan.

• How the service will know if an alarm, connection or receiving route stops working.

• What has been explained to staff or residents where relevant.

• Where instructions, out-of-hours support details and warranty or contract information are kept.

• When the next routine check will take place.

**A useful record has three parts:** what we checked, what we learned and what happens next. If a question remains open, state the interim protection and the person who owns it. Do not declare 'fully safe' or 'fully compliant' from a generic template.