

Portable Fire Extinguisher (PFE) and Rangehood Company **FREQUENTLY ASKED QUESTIONS**

I. Ordering

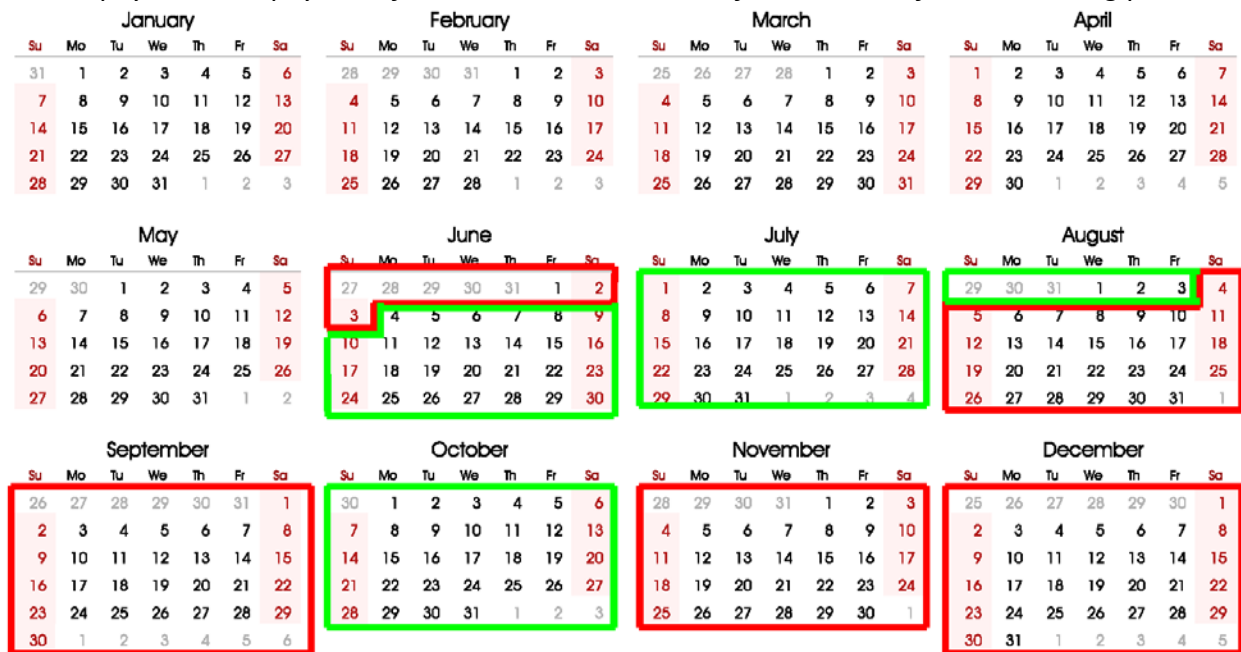
- 1. I have not submitted any order for TAGS/DECALS/STAMPS, what should I do?**
You need to go to <https://fdny.easyorderv2.com/> and place an order immediately.
- 2. Is there a manual for placing orders?**
*YES, the step by step instructions can be found by going to the following link:
<https://www1.nyc.gov/assets/fdny/downloads/pdf/business/instructions-for-users-vanguard.pdf>*
- 3. If we can't sign into our Vanguard account to place an order, who can help us?**
If you are having an issue with your login information, reach out to Vanguard by e-mail: jmehl@vanguarddirect.com. If you need FDNY assistance reach out to Tags.Decal@fdny.nyc.gov.
- 4. What is the minimum PFE tag order?**
The minimum order for INDOOR PFE tags is 3,000 pieces. The minimum order of OUTDOOR use tags is 1,000 pieces.
- 5. What is the minimum order for Rangehood decals?**
The minimum order for decals is 2,000 pieces.
- 6. What is the minimum order for COF stamps?**
COF stamps can be purchased in any quantity.
- 7. Can COF stamps be ordered separately?**
YES; however, tags and decals must have been ordered previously.
- 8. Who is eligible for a Certificates of Fitness stamp?**
Eligible employees (W-96 and/or P-64/W-64 Certificate of Fitness) of your company.
- 9. Will I see the total price of the order prior to submitting it on the Vanguard website?**
YES. You will see the total amount due on the Vanguard before you submit your order.
- 10. When should I pay for my order?**
You will receive an e-mail from FDNY with instructions. If you fail to pay, the order will be cancelled.

11. Where can any order be shipped?

The order may be shipped to any U.S. address. They may NOT be shipped to a P.O. Box., all deliveries must be signed for (NO EXCEPTIONS).

12. Is there a calendar identifying bulk and on-demand ordering periods?

YES, see image below. Green represents bulk ordering period, on-demand is represented by red. We recommend making the payment ASAP. We allow a maximum of 20 days to make the payment. All payment for BULK must be made before the end of BULK ordering period.



II. Ordered

13. I have placed an order with Vanguard for TAGS/DECALS/COF STAMP between June 4th and August 6th (first bulk ordering period), I have already made a payment for them as well – when happens now?

Your order is being produced. The first orders will be shipped in October. You will be receiving notification from Vanguard when it ships out.

14. When must I begin using new TAG/DECALS?

Beginning November 1, 2018, all new PFE tags and Rangehood decals must be used citywide. Current tags and decals are permitted to be used until October 31, 2018.

15. After I placed an order, I realized I made an error. What should I do?

Contact Vanguard by e-mail: jmehl@vanquarddirect.com and/or the FDNY via e-mail: TagsDecal@fdny.nyc.gov immediately.

16. Can employees continue to use the COF stamp after they leave the company?

The COF stamp is designed to only be used under one company. Once employee leaves the company, he or she cannot continue to use the COF stamp with a different company.

III. Have NOT Ordered**17. What happens if I have NOT placed an order by September 16th?**

Your company will fall off the FDNY approved list, and you will soon face revocation of your official FDNY recognition and Certificate of Fitness cards of your employees.

18. I did NOT order TAGS/DECALS, will I be penalized?

YES. Starting October 1, 2018, your company will be removed from the monthly FDNY approved list. Your company must order and receive TAGS/DECALS/COF stamps in order to be reinstated to the FDNY approved list. It generally takes 5-7 weeks to receive the orders placed during on-demand period.

19. When is the next BULK ordering period?

The next BULK ordering period is October 1 - October 31, 2018.

20. I have never placed an order. Should I wait till October 1st for the bulk ordering period?

It is NOT advised. You may not engage in business in NYC until tags/decals/COF stamps are received.

21. Are the currently installed rangehood decals acceptable until they expire?

YES, if the rangehood is serviced before November 1st 2018, the old decals are acceptable. Starting November 1st, only new rangehood decals will be compliant.

22. How will I know when the BULK ordering period is ending?

Notifications will be sent via e-mail before ending of BULK ordering periods.

23. What if I never tags/decals/COF stamps, what happens on November 1?

You may not engage in business in NYC. You can expect a notice of revocation of FDNY approval.