

# Technical Query Request Form

## How will FPA Australia respond to my technical query?

### Members – Supported service

Supporting members is a 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** be able to respond to non-member queries. If we are able 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 prioritises FPA Australia’s resources to provide timely advice to our members who continue to support 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

To submit a technical query, please fill out this form and click the “Submit form” button on the following page. This will generate an email to [queries@fpaa.com.au](mailto:queries@fpaa.com.au) with the completed form as an attachment to the email.

Note: Any images need to be sent as attachments to this email (they cannot be included in the form).

<b>Date:</b>				
<b>Name:</b>				
<b>Membership Status:</b>	Member	Non-Member		
	Member No.:			
<b>Contact details:</b>	Phone:			
	Email:			
<b>Your role:</b>	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):			
<b>Jurisdiction query relates to:</b>	ACT	NSW	NT	QLD
	SA	TAS	VIC	WA

<b>Query is in regards to:</b>	Act or Regulation	Code (e.g. BCA)	Australian Standard	FPA Australia document
	Other (Please specify):			
<b>Details of Building query is in regards to:</b>	Classification or use:			
	Is it an existing building or one under construction:			
	Number of storeys:			
<b>Query:</b>	Please outline the specific details and context of the query			

**IMPORTANT** - When you click the "Submit form" button this will prompt your email client (e.g. Outlook) to generate an email to [queries@fpaa.com.au](mailto:queries@fpaa.com.au) with the completed form as an attachment to the email.

If you do not have an email client setup (e.g. nothing happens when you click "Submit Form") then save the form and attach the completed form to an email to [queries@fpaa.com.au](mailto:queries@fpaa.com.au)

Note, images and any additional documentation should be provided as further attachments to the email.

**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.