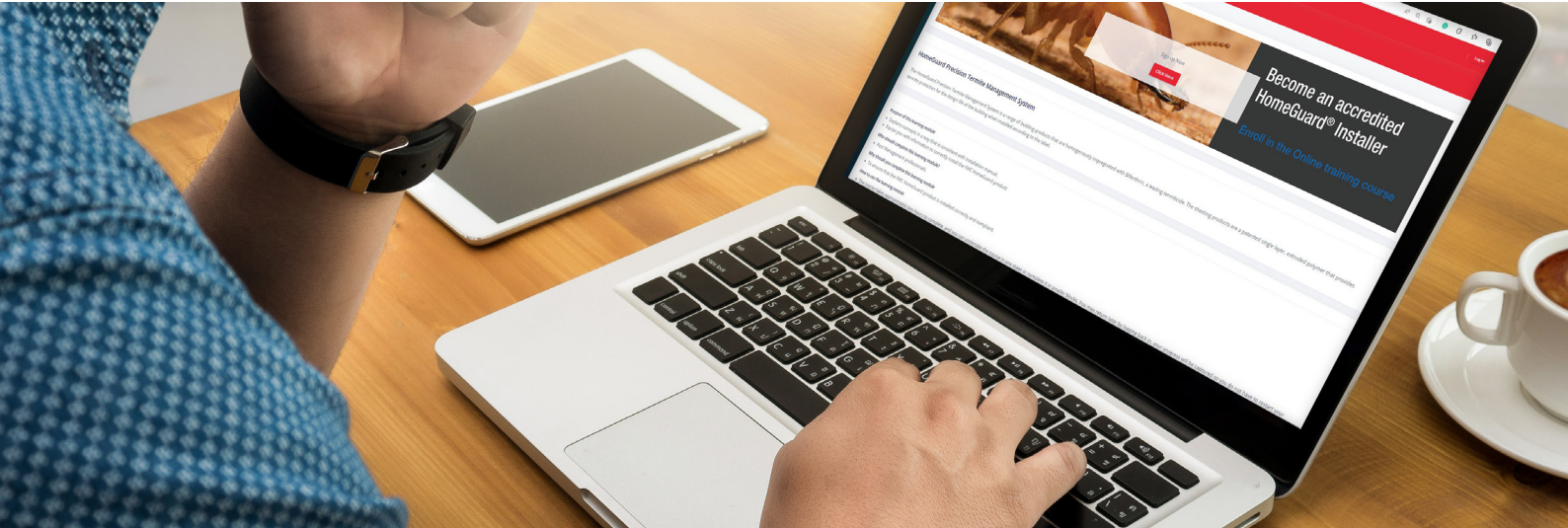


FMC Learn FAQ



On signing up to FMC Learn, I have not received my verification email:

Firstly, please check your spam filter. However, on occasion due to site traffic, some emails are missed, please send an email to learn@fmc.com to have your account activated.

Is my HomeGuard accreditation still valid:

Your Homeguard accreditation is only valid as per the current Homeguard Manual 5D. If you completed the certification before 2023, you must redo the online accreditation course to meet Codemark requirements and warranty obligations.

What documentation is required to be accredited:

You must upload a copy of your valid pest Control licence and white card. A completed unit 42 certificate isn't mandatory but is highly recommended for this field of work.

How long is my accreditation valid for:

Your HomeGuard accreditation is valid until the release of an updated or amended installation manual. However, we recommend reviewing online documentation whenever required.

I have gone through all the modules, but some are showing as incomplete:

Please ensure you submit all your answers for each module, by clicking on the blue arrow in the bottom right-hand corner to progress to the summary page, then click Submit Report.

I have completed my accreditation, can I now offer the 1 million dollar warranty?

No \$1 million dollar warranty can be offered unless the warranty is lodged through our warranty portal. To be set up for this please contact your local representative or email learn@fmc.com.

For more information please contact your local representative or email learn@fmc.com