



Optimize the Performance Of Your Building Automation Systems

Siemens Building Technologies, Inc. is a global leader in the products, systems and services that automate facility infrastructures. Our Advantage Services® portfolio for building automation controls is designed to help customers keep their systems and equipment operating reliably. Our offerings include the Performance Plus and Performance service packages for building automation systems.

Both the Performance Plus and Performance packages provide a centralized source for service and include systematic checks of control devices. Both packages include emergency on-line services, full data protection and data recovery and preventive maintenance offered at a variety of service levels — ranging from Platinum to Bronze — that offer options in response time and can be fully customized for you.

Tailored to Meet Your Needs

When the selected plan is paired with a specific automation system service package, the result is a tailored service program that ensures your automation controls are operating at peak levels. Our goal is to constantly look for ways to improve the performance of your facility while keeping your costs low.

Performance Plus

Providing a high level of service, the Advantage Services Performance package helps ensure your automation controls, devices, and software systems operate at peak levels, maximizing energy efficiency and maintaining occupant comfort. Performance Plus automation system services include rigorous evaluations and scheduled maintenance of control devices, software and networks. Periodic analysis of system operating status is provided to help extend equipment life, and loop tuning will be performed to improve control and reduce energy costs.

Performance

Provides a high level of the preventive services needed to reduce system downtime and keep your systems at peak performance. It is ideal for customers who want to share their maintenance and service responsibilities as a way to manage and reduce operating costs. Rigorous evaluations, scheduled maintenance and operating status are part of the package, as is preventive maintenance on related software.

Advantage Services®

Automation Controls Service Packages

Building Technologies

SIEMENS

Advantage Services Plans

Platinum	Gold	Silver	Bronze
Designed for customers who experience serious business interruptions if their critical building systems fail.	Meets the needs of customers seeking a partner to ensure dependability and high reliability from their systems. It helps customers plan, budget and control their operating costs.	An economical choice for customers who want reliable backup support for their maintenance staff so they can minimize the downtime of building systems and equipment.	Designed for customers who need occasional expert support for their maintenance staff. It also meets the need for specific services where the expertise of Siemens staff is required.
8-hour onsite response for non-emergency ¹ 4-hour onsite response for critical components ² 2-hour response for emergency online phone response ³ 24x7 hours of service ⁴ 24x7 window for call handling ⁵	24-hour onsite response for non-emergency ¹ 4-hour onsite response for critical components ² 2-hour response for emergency online phone response ³ 24x7 hours of service ⁴ 24x7 window for call handling ⁵	Next regularly scheduled Siemens business day onsite for non-emergency ¹ Next regularly scheduled Siemens business day for critical components ² 4-hour response for emergency online phone response ³ M-F regular Siemens business day hours of service ⁴ 24x7 window for call handling ⁵	No covered response time ^{1,2,3} No covered hours of service ⁴ 24x7 window for call handling ⁵
<p>1. ONSITE FOR NON-EMERGENCY – Siemens will provide this service between scheduled service calls and respond within the stated period once receiving notification of a non-emergency condition, as determined by the customer's staff and Siemens. Non-emergency conditions are failures at an individual component level resulting in minimal impact to the overall operation of the facility.</p> <p>2. ONSITE FOR CRITICAL COMPONENTS – Siemens will provide this service between</p>	<p>scheduled service calls and respond within the stated period once receiving notification of a critical emergency condition, as determined by the customer's staff and Siemens. Critical emergencies are failures at a system or panel level and would result in the loss of the entire section of a building or place the facility at high risk.</p> <p>3. EMERGENCY ONLINE PHONE RESPONSE – System and software troubleshooting and diagnostics will be provided to enable faster response to emergency service requests and to</p>	<p>reduce the cost and disruptions of downtime. Siemens will respond upon receiving notification of an emergency as determined by your staff and Siemens. Where applicable, Siemens will furnish and install the necessary online service technology to enable us to remotely access your system, through a dedicated phone line or internet connection that will be provided by the facility. If remote diagnostics determine a site visit is required to resolve the problem a technician can be dispatched. Depending on your</p>	<p>contract coverage, the onsite dispatch will be covered or be a billable service call.</p> <p>4. HOURS OF SERVICE – Time period during which services are performed. Time outside hours of service is billable.</p> <p>5. WINDOW FOR CALL HANDLING – Siemens is accessible for managing calls 24x7. Services not included are available at hourly billable rates.</p>

Advantage Services Packages for Building Automation Controls

PERFORMANCE PLUS	PERFORMANCE
Ideal for customers who require a full-featured set of maintenance services. Services include evaluations and maintenance of control devices, networks and software as well as facility operating status.	Ideal for customers who want to share their maintenance and service responsibilities. Includes evaluations to address problems before they impact building performance and cause downtime.
<p>Services Included</p> <ul style="list-style-type: none"> Preventive Maintenance Data Protection & Data Recovery Software Maintenance Operator Coaching Software Updates Control Loop Tuning Network Maintenance 	<p>Services Included</p> <ul style="list-style-type: none"> Preventive Maintenance Data Protection & Data Recovery Software Maintenance Operator Coaching Software Updates

ADVANTAGE SERVICES AGREEMENTS

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ENERGY PROGRAMS

Energy Services are available to complement any service package. These services help minimize energy consumption and its environmental impact by further optimizing building and equipment performance.

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