



Protect the Operations of Your Fire & Life Safety System

As a leading source for fire and life safety systems, products and systems integration, Siemens Building Technologies, Inc. services all Siemens and non-Siemens fire alarm systems to keep your facility code compliant and the occupants of your buildings safe. Our Advantage Services® portfolio for fire and life safety systems is designed to ensure reliable operation while reducing false alarms and avoiding costly repairs.

Our technicians are factory trained, NICET-certified and backed by a world-class organization. Additionally, Siemens is the only fire service company in the world to train our technicians to test and maintain non-Siemens fire alarm systems.

Our Performance package is designed to maintain optimal performance throughout the life cycle of the building to ensure systems are code compliant and operating properly. The package can be customized at a variety of service levels — ranging from Platinum to Bronze — that offer options in response time. Labor and material coverage can be added depending on budget and service goals.

Tailored to Meet Your Needs

When the selected plan is paired with the Performance package, the result is a tailored service program that ensures your fire and life safety systems 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

Designed for customers requiring absolute confidence in their fire and life safety systems operation, Advantage Services Performance Package provides you with the world-class expertise available only from Siemens, the world leader in fire alarm systems and system maintenance. Our single-minded objective is to make certain your system is operating properly 24-hours a day, 7 days a week and that your system is in full compliance with local and national requirements. The Performance Package is also specially designed to reduce false alarms and help minimize system downtime and costly repairs.

The Performance Package includes code-compliant testing of your fire alarm system, smoke detector cleaning and sensitivity testing, a detailed written report following each service visit, and a life safety log book.

Advantage Services®

Fire & Life Safety Systems 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 Fire & Life Safety

PERFORMANCE

Complete code-compliant services designed to maintain optimal performance through annual testing and inspection and sensitivity testing of your fire and life safety systems.

Services Include

- Full Test and Inspect
- Written report of all service performed
- Life Safety Log Book
- Sensitivity Test

CUSTOMIZABLE SERVICE PROGRAMS

Tailored to Meet Your Needs

Our Advantage Services portfolio for fire and life safety systems offers broad choices of services and coverages that can be mixed and matched to deliver a custom-tailored service program. A services expert will work with you to identify your service goals and develop a service package to meet your unique requirements.

Select Added Coverage and Services

We also offer a variety of added coverage and services such as labor and parts coverage and monitoring services. Further customize your service program by choosing between several levels of coverage depending on your budget and service goals.

Add Additional Fire & Life Safety Equipment

Add additional equipment and services, such as sprinklers, kitchen hoods, fire pumps, portable extinguishers, emergency lights/exit signs, backflow preventers or clean agent fire suppression systems as a last step to complete your customized service package.