



## Maximize the Performance of Your HVAC Systems

The mechanical systems of your facility are vital to the operation and productivity of your business. Whether your building is controlled by a Siemens automation system or not, we can design an Advantage Services® HVAC system services program that addresses the many issues you face as a building owner or facility manager. And since we service all OEM (original equipment manufacturer) equipment and components, our recommendation for upgrades, retrofits or modernization will provide the best solution for you.

Our offerings include the Performance Plus, Performance and Performance Inspection packages for HVAC systems. Each package provides a centralized source for service and can be customized 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 HVAC system service package, the result is a tailored service program that ensures your HVAC 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 Plus

Minimize downtime and costly interruptions. HVAC services helps ensure that all your HVAC systems are performing at optimal levels, maximizing productivity and energy efficiency, and meeting EPA compliance. In addition, these services are designed to lengthen the life of your HVAC systems.

### Performance

The Performance package helps ensure your most important HVAC systems equipment is operating to maintain a high level of system energy efficiency, extending equipment life and reducing operating costs and downtime. Highly trained technicians conduct necessary analysis for all specified equipment, as well as standard maintenance procedures to keep your HVAC systems operating efficiently.

### Performance Inspection

These services make sure that your major heating and cooling systems equipment is operating at peak levels year round. Our experienced Advantage Services technicians will perform designated performance assurance inspections on all specified equipment.

# Advantage Services®

## HVAC 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 <sup>1</sup> 4-hour onsite response for critical components <sup>2</sup> 2-hour response for emergency online phone response <sup>3</sup> 24x7 hours of service <sup>4</sup> 24x7 window for call handling <sup>5</sup>	24-hour onsite response for non-emergency <sup>1</sup> 4-hour onsite response for critical components <sup>2</sup> 2-hour response for emergency online phone response <sup>3</sup> 24x7 hours of service <sup>4</sup> 24x7 window for call handling <sup>5</sup>	Next regularly scheduled Siemens business day onsite for non-emergency <sup>1</sup> Next regularly scheduled Siemens business day for critical components <sup>2</sup> 4-hour response for emergency online phone response <sup>3</sup> M-F regular Siemens business day hours of service <sup>4</sup> 24x7 window for call handling <sup>5</sup>	No covered response time <sup>1,2,3</sup> No covered hours of service <sup>4</sup> 24x7 window for call handling <sup>5</sup>

**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.

**2. ONSITE FOR CRITICAL COMPONENTS** – Siemens will provide this service between

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.

**3. EMERGENCY ONLINE PHONE RESPONSE** – System and software troubleshooting and diagnostics will be provided to enable faster response to emergency service requests and to

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 on-line 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

contract coverage, the onsite dispatch will be covered or be a billable service call.

**4. HOURS OF SERVICE** – Time period during which services are performed. Time outside hours of service is billable.

**5. WINDOW FOR CALL HANDLING** – Siemens is accessible for managing calls 24x7.

**Services not included are available at hourly billable rates.**

## Advantage Services Packages for HVAC

PERFORMANCE PLUS	PERFORMANCE	PERFORMANCE INSPECTION
Designed for customers who demand 24x7 operation with minimal downtime and interruption. These services can extend the life of your HVAC systems and make sure they are operating at optimal levels that translate into energy savings and ensure occupant comfort.	Ensures your most important HVAC systems are operating at a high level of system efficiency, extending system life and reducing downtime.	Our technicians will ensure that your major HVAC systems are operating at peak levels by performing operating inspections on all covered HVAC systems.
<b>Services Included*</b> Lithium Bromide Analysis Oil Acid Test Refrigerant Analysis Refrigerant Oil Analysis Combustion Analysis & Adjustment Start-up Inspection Operating Inspection Air Cooled Condenser Coil Cleaning Compressor Oil Change Cooling Tower Cleaning Evaporator Coil Cleaning Heat Exchanger Head Removal & Reinstallation Heat Exchanger Tube Brush Cleaning Refrigerant Filter/Drier Core Replacement Refrigerant System Purge Overhaul Refrigerant Recovery Used Refrigerant Oil Service Fireside Tube Brush Cleaning Waterside Cleaning HVAC Air Filter Changing Service Shut-down/Annual Inspection Eddy Current Testing Major Internal Compressor/Pump Inspection Thermography Vibration Analysis	<b>Services Included*</b> Lithium Bromide Analysis Oil Acid Test Refrigerant Analysis Refrigerant Oil Analysis Combustion Analysis & Adjustment Start-up Inspection Operating Inspection Air Cooled Condenser Coil Cleaning Compressor Oil Change Cooling Tower Cleaning Evaporator Coil Cleaning Heat Exchanger Head Removal & Reinstallation Heat Exchanger Tube Brush Cleaning Refrigerant Filter/Drier Core Replacement Refrigerant System Purge Overhaul Refrigerant Recovery Used Refrigerant Oil Service Fireside Tube Brush Cleaning Waterside Cleaning HVAC Air Filter Changing Service Shut-down/Annual Inspection	<b>Services Included*</b> Lithium Bromide Analysis Oil Acid Test Refrigerant Analysis Refrigerant Oil Analysis Combustion Analysis & Adjustment Start-up Inspection Operating Inspection

## ADVANTAGE SERVICES AGREEMENTS

Tailored to Meet Your Needs

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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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