



## Increase Control of Your Pneumatic/Electric Control Systems Equipment

As a leading manufacturer and service provider of HVAC products, Siemens Building Technologies, Inc. services Siemens pneumatic and electric controls equipment as well as third-party control equipment. Our Advantage Services® portfolio is designed to help you proactively tackle basic problems with the devices that can impact the overall performance of your facility.

Our Performance and Performance Inspection service packages provide preventive maintenance and inspection services from the most highly trained technicians. Both packages are 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 controls equipment service package, the result is a tailored service program that ensures your controls are operating at peak levels. Our goal is to constantly look for ways to improve the comfort and performance of your facility while keeping your costs low.

### Performance

To increase building efficiency, energy savings, and staff productivity, the Advantage Services Performance package provides a high level of services for pneumatic devices that helps you proactively tackle basic problems that can impact the overall performance of your facility. Performance services include periodic device inspections during which we systematically check for potential problems, calibrate sensors, review and adjust end-devices and repair or replace failing components.

### Performance Inspection

To maintain equipment operating efficiency, the Performance Inspection service package for pneumatic and electric controls provides facility operators with a solid level of support. The Performance Inspection package helps identify potential problems with control devices before they result in larger problems and system downtime. Through this package, Siemens Advantage Services will perform routine inspections of system components to check for problems and provide a comprehensive report that specifies any necessary changes or repairs needed to avoid costly disruptions.

# Advantage Services®

## Pneumatic/Electric Control 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>
<p><b>1. ONSITE FOR NON-EMERGENCY</b> – 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><b>2. ONSITE FOR CRITICAL COMPONENTS</b> – 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><b>3. EMERGENCY ONLINE PHONE RESPONSE</b> – 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><b>4. HOURS OF SERVICE</b> – Time period during which services are performed. Time outside hours of service is billable.</p> <p><b>5. WINDOW FOR CALL HANDLING</b> – Siemens is accessible for managing calls 24x7. <b>Services not included are available at hourly billable rates.</b></p>

## Advantage Services Packages for Pneumatic/Electric Controls

PERFORMANCE	PERFORMANCE INSPECTION
Calibration and maintenance services to keep your pneumatic/electric controls at peak efficiency, decreasing downtime and operating costs while increasing comfort. Technicians will service and test sensors, actuators, controls, and valve bodies to maintain optimum performance.	Technicians conduct routine inspections to ensure that pneumatic/electric devices are functioning efficiently and to catch problems before they result in costly and disruptive breakdowns.
<p><b>Services Included</b></p> <p>Preventive Maintenance</p> <p>Operator Coaching</p>	<p><b>Services Included</b></p> <p>Inspection</p> <p>Operator Coaching</p>

## 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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