

Gambling with your fire security?

Service Agreement for Fire Safety

Building Technologies

SIEMENS

No need to take risks

Fire safety is elementary. Nobody doubts this. However, some people believe that a well-designed system from a good manufacturer is sufficient. This is dangerous, because regular service and maintenance are just as important, even if it has been a long time since the last false alarm or system failure.



System Maintenance, an integral component of Advantage Services™

Quality and reliability are the preferences of our world today – both are synonymous with Siemens. Advantage Services™ provides a comprehensive service portfolio for your building's infrastructure covering building automation, fire safety and security. These services are designed to enhance performance, deliver protection and create real value over the entire life cycle of your facility, thereby allowing you to concentrate on your core business.

Be secure

A service agreement with Siemens offers you nothing but advantages. In particular, it provides you with the certainty that you are doing everything for the security of lives and assets, business continuity and compliance with all codes and legal requirements, thereby minimizing your liability in the unfortunate event of a fire.

Consider cost

Important economic factors also speak in favor of a service agreement. It allows you to budget for your expenditures; protects your investment; and ensures the long life of your system. A service agreement also reduces your costs for false alarms and system failures.



Any interruption is one too many

Your fire safety system should function reliably and without interruptions. For this you need a service agreement with Siemens, which is based on two strong pillars: preventive and corrective maintenance.

With preventive maintenance, we do everything that is necessary and foreseeable to avoid any kind of malfunction. Figures from practical experience prove that preventive maintenance reduces the number of breakdowns and guarantees a high degree of continuity and system availability.

Nevertheless, if unexpected events occur, the quality of our corrective maintenance proves itself. You profit from the strength of our service organization and the expertise of our service engineers, who are close at hand. Moreover, you can rely on our proven spare parts logistics and their long-term availability. These critical requirements ensure your system will be returned to full operation as quickly as possible.

Tailor-made service levels

The requirements for the operational readiness of fire detection and extinguishing are not the same everywhere in your company. In critical areas, you need services during extended hours with very fast response times. In less critical areas, an eight-hour response during regular business hours is sufficient. However, you always have access to our 7/24 hotline. When you enter into a service agreement, we work with you to define the service levels for all of your equipment. This way, we ensure tailor-made protection for an optimal price-performance ratio.

Investigate further

A service agreement with Siemens is as unique as your company – with service levels that match your goals, needs, and means. Since we offer solutions for both fire safety detection and extinguishing systems, you only need one partner to take responsibility for all fire service processes. You can find more information about service agreements on the following pages. In consultation together, we will find the best solution for you.



What suits you best?

The services defined in Siemens service agreements are based on packages directed at specific target groups. You select the one that fits you best and we will individualize it point by point together.

As a business person, you must decide whether these services are sufficient for you. Making this judgment involves numerous essential factors which impact your long-term success.

Pose the following questions:

How important is it to you to solve safety issues quickly?
With a tailored service agreement, you have the certainty that everything will function optimally. The Hotline Access 7/24, Extended Hours, Guaranteed Response Time or Faster Response Time could provide this assurance.

Are your company's risks particularly high?
Then you need the highest reliability for your fire safety system, because in case of a fire, business interruption will be costly. The Fire Detector Revision, Faster Response Time, Spare Part Availability or Data Protection & Recovery could be the answer.

Can you get more value from focusing your employees on your business?
If so, outsourcing the required services will cost less than using your own staff. No need to retain expensive specialists.

Are you familiar with the latest laws and regulations for your company?
As technology and trends change, so too do laws and regulations. Siemens' Regulatory Advice keeps you informed of all the latest laws and regulations, regardless of where your company is located.

Trust our advice

Naturally, you do not have to answer these often-difficult questions alone, because our experienced advisers will help you. They will ask the right questions, lead you to the best-suited service package and help define the variants that fulfill all your individual requirements.

Advantage Services™	Advantage Pre	Advantage Pro	Advantage Plus
Inspection	✓	✓	✓
Functionality Test	✓	✓	✓
Fire Detector Revision	–	✓	✓
Repair Services	–	✓	✓
Spare Part Availability	✓	✓	✓
Spare Parts	–	–	✓
Guaranteed Response Time	< 8h	< 8h	< 4h
Faster Response Time	Option < 4h	Option < 4h	✓
Hotline Access 7/24	✓	✓	✓
Extended Hours	–	06:00 - 18:00	06:00 - 22:00
Data Protection & Recovery	Option	Option	✓
Software Update	✓	✓	✓
Software Upgrade	Option	Option	Option
No False Alarm Guarantee*	✓	✓	✓
Training	–	Option	Option
Regulatory Advice	✓	✓	✓
Door-Fan-Test	Option	Option	Option
Cylinder Re-approval	Option	Option	Option

In combination with all packages, Siemens offers Alarm Management for your fire safety system with a separate service agreement.

* Only with Sinteso S-Line

What's your Advantage?

Advantage Pre

- Advice on compliance with regulations
- Regularly scheduled preventive maintenance checks
- Expert support when needed
- 7/24 hotline in case of a breakdown service

Advantage Pro

- High reliability of your fire safety system
- Increased detection accuracy with condition-based detector revision
- Predictable maintenance cost, including repair services
- Rapid response to events

Advantage Plus

- Minimal business disruptions
- All-inclusive breakdown service ensures financial certainty
- Increased detection accuracy with condition-based detector revision
- Fastest response to events

Highlights

Whichever package you choose, Siemens offers:

- Protection of investment
- Life cycle extension of your fire safety system
- Compliance with all rules & regulations
- "No false alarm" guarantee



No need to settle for second best

Many suppliers claim that they can maintain your fire safety system just as well as Siemens can. However, proving this is difficult. Here we explain why you are better off with us.

We operate 400 service centers worldwide. This means that our engineers are close to you; are familiar with you and your individual requirements. If you have a problem, expert support is assured as and when required. We, as the manufacturer of your fire safety system, continuously train and develop our service engineers, on average eight days per year, to provide the highest skills on the latest equipment and software. We ensure that all the parts you need are available during the life cycle of your system in accordance with your agreed service levels.

Siemens – the embodiment of stability

As our customer, you have the certainty that we will be there for you with the same motivation and expertise across the entire life cycle of your system. We will accompany you through the decades, optimizing your system to be efficient and reliable, suggesting timely and modular modernization measures to protect your investment.



Our customers particularly value:

- **Fire Detector Revision**

The reliability of your fire safety system stands and falls with the condition of your detectors. Therefore, we check them regularly and if necessary, they are reconditioned and tested in our specialized plants. Revised detectors are an economic way to always keep you on the safe side.

- **Alarm Management**

We can provide secure remote monitoring, alarm verification and surveillance from one of our central monitoring locations, ensuring immediate response to acute emergency alarms generated by your fire safety system. This is provided 24 hours a day or just overnight when your staff are not on-site – the choice is yours.

- **Remote Service**

We can monitor, diagnose and possibly repair your fire safety systems remotely. This enables early detection of failures before problems occur. You also profit from the fastest direct link to our service engineers who are ready to assist you whenever needed. This has the added benefit that should the service engineer need to come on-site, he will already be informed of the problem and have the correct spare parts with him.

- **Software Services**

Siemens performs timely updates and upgrades across the board. This way, you can drastically reduce the risk of software problems and quickly profit from improvements to keep your system up-to-date.
Furthermore, in an emergency, Siemens is able to re-start your system with the latest software and your configuration with its data protection and recovery services.

- **Fire Extinguishing Services**

With Pressurized Cylinder Re-approval and Door-Fan-Testing, Siemens ensures the safety and effectiveness of fire extinguishing systems.
You profit from having one partner and assured system alignment that meets all appropriate codes and regulatory requirements.

References

Flower Auction in Aalsmeer / Netherlands

"Siemens Building Technologies and Bloemenveiling Aalsmeer have been cooperating for many years for the provision and maintenance of its fire alarm systems.
Expansion options, continuity and fire safety are paramount for the flower auction. For this reason we use a partner such as Siemens with proven specialist knowledge for planned maintenance, upgrading and expansion of its fire alarm systems."

Ing. A.E. Limburg
Manager Real Estate, Bloemenveiling Aalsmeer



Christoph Kroschke AG in Ahrensburg / Germany

"The basis of our company's success is that we offer customers 24h service for vehicles, ranging from leasing, financing, rental, company fleets and showrooms. Without Siemens' fire detection and extinguishing systems – including the ongoing support with expansion, conversion and continuous maintenance – we couldn't secure our company's success or satisfy the safety requirements of our customers."

Andreas Krohn
Area Manager IT



Cedes AG in Landquart / Switzerland

"A service contract with Siemens gives us the security that we are constantly within the framework of legal regulations, while optimizing the protection of our employees and our manufacturing facilities."

Dr. Peter Nebiker
Vice President Business Unit Elevators





No need to wait any longer

You certainly do not want to gamble with your fire safety. But the longer you wait to enter into a service agreement, the higher the risks and the less you profit from its many advantages.

Now you can surrender tasks but keep responsibility. A service agreement with Siemens offers you predictable costs and provides you with the peace of mind that comes from knowing that your equipment is in the right hands, your investments are supported by a high-quality service, and the comfort, safety, and security of your Company are ensured.

Expenditure for service and maintenance is money well-spent, because it extends the life cycle of your fire safety system and in so doing significantly increases its reliability.

Do you know... :

- What your current maintenance plan for your fire safety system is?
- What procedures you have in place to ensure the functionality of your system?
- How you respond to system downtimes or system failures?
- How you ensure technical support outside normal office hours?

Why not discuss these and other questions with your local Siemens fire safety expert?

Siemens Switzerland Ltd
Building Technologies Group
International Headquarters
Gubelstrasse 22
CH-6301 Zug
Tel +41 41 724 24 24
Fax +41 41 724 35 22

The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

Subject to change • Order no. 0-xxxxx-en
© Siemens Switzerland Ltd • Printed in Switzerland • xxxxx Ah

www.siemens.com/buildingtechnologies