

## Expert support whenever you need us

Supplement your standard warranty with expert on-site support with call out. Our teams will be on-hand to identify and remedy problems on a case-by-case basis.

With each project having different requirements; our qualified engineers will arrive equipped for the task in hand, working in accordance with site restrictions.

### Expert On-Site Post-Occupancy Health Check

Direct access to an engineer for system evaluation, optimisation, and troubleshooting.

### Ongoing System Optimisation & Performance Tuning

Adjustments for time delays, daylight scenes, energy efficiency, and user comfort.

### Comprehensive Compliance & Reporting

Extraction and review of emergency testing records (BS5266) for compliance validation and system health monitoring.

### Proactive Maintenance & Fault Diagnosis

Annual service inspections, root cause analysis of failures, and recommendations for warranty or installation corrections.

### Seamless Aftersales & Warranty Support

Full system health assessments, warranty reviews, and quotations for out-of-warranty replacements or recommissioning.

### Remote & Digital Technical Assistance

Direct telephone and digital support for troubleshooting, access rights management, and remote system connectivity.

### Software & System Backup Services

Installation of software updates, system documentation updates, and a full backup to safeguard against failures.

### Training & User Familiarisation

Hands-on guidance for end users, facility managers, and installers to maximize system efficiency and usability.

