

User training



Get the best from your system with an expert handover

Whether you're a contractor responsible for handing over a smart building, a remote facilities manager or an on-site building manager, our user training services ensure you have everything you need to keep your system healthy and compliant.

Our engineer will give you the confidence to manage and maintain your system, including how to run compliance and emergency testing, and understand and respond to fault notifications.

On-Site Expert Support & System Familiarisation

Direct access to an engineer for up to 7 hours, ensuring a smooth installation, commissioning, and troubleshooting process.

Optimised Site Readiness & Installation Review

Reduce downtime with a thorough pre-commissioning assessment and final connection explanations.

Comprehensive Training & Handover

Hands-on demonstrations covering system operation, scene settings, time schedules, automation, and user access management.

Warranty & Service Visit Integration

Commissioning of replaced parts during service visits to maintain system performance.

Enhanced Diagnostics & Troubleshooting

Full system health check, fault finding, and training on diagnostics, re-addressing, and re-automation.

Compliance & Reporting Assurance

Guidance on emergency testing and compliance reporting in line with BS5266, ensuring regulatory adherence.

Software & System Optimisation

Installation of necessary software, firmware updates, sensor adjustments, and programming refinements for peak performance.

Remote Access & Future-Proofing

Training on remote access software, hardware, and functionality changes to empower end users.

Detailed Documentation & Reporting

Updated address plans, site reports, and a final system health diagnosis for long-term reliability.

Scan to view
our project services

