

# Building Automation Systems & Controls

Services for equipment and supervisory controllers; operator workstations and servers; thermostats and other field devices; and pneumatic systems.

DESCRIPTION	SERVICE COMPLETE	
	BASIC	PREMIUM
<b>DESCRIPTION</b>	Factory recommended inspection and maintenance program designed to identify issues preventing covered systems from running efficiently. Recommendations will focus on Johnson Controls 5 Values of Planned Maintenance.	Factory recommended inspection, maintenance and repair program for customers who want budget predictability and protection from unplanned failures of covered systems.
<b>Recommended Number of Visits</b>	4 annual visits (3 operational, 1 comprehensive - customizable to your needs)	4 annual visits (3 operational, 1 comprehensive - customizable to your needs)
<b>Scheduled Operational Inspections</b>	✓	✓
<b>Scheduled Comprehensive Maintenance and Data Backup (if applicable)</b>	✓	✓
<b>Scheduled Service Parts*</b>	✓	✓
<b>Prioritized Unscheduled Service</b>	✓	✓
<b>Unscheduled Repair Parts*</b>		✓
<b>Unscheduled Repair Labor*</b>		✓
<b>24/5 or 24/7 Extended Service Hours</b>		Optional
<b>After-Hours Emergency Call Center</b>	✓	✓
<b>Industry-Leading Safety Program</b>	✓	✓
<b>Factory-Trained Technicians</b>	✓	✓
<b>Dedicated Customer Service Representatives</b>	✓	✓
<b>Customer Portal - Online Access to Service History And Documentation</b>	Optional	Optional

\*Certain limitations apply. Contact your Johnson Controls sales representative for more details.

## PRODUCTIVITY – OPTIONS

Services that will help you enhance your facility and keep it running smoothly:

- Support center database (Metasys® only)
- Software update subscriptions (Metasys only)
- Ultrasonic leak testing
- ENERGY STAR® benchmarking
- Consultative services
- Training
- Panoptix®

## REMOTE MONITORING – OPTIONS

Services that use our 24/7 Remote Operations Center to identify potential problems and corrective actions:

- HVAC/BAS monitoring
- Remote operations
- Critical facility management

## THE 5 VALUES OF PLANNED MAINTENANCE



IDENTIFY ENERGY SAVINGS OPPORTUNITIES



REDUCE FUTURE REPAIR COSTS



EXTEND ASSET LIFE



ENSURE PRODUCTIVE ENVIRONMENTS



ENVIRONMENTAL HEALTH AND SAFETY

There are five reasons to choose planned maintenance: to identify energy savings opportunities, reduce future repair costs, extend asset life, ensure productive environments, and improve environmental health and safety. All of the services we perform on your controls and equipment are aligned with "The 5 Values of Planned Maintenance."

## A strategy to meet your needs

The goal of an optimized maintenance strategy is to develop a sustainable maintenance program for your building automation system and controls that helps extend asset life and reduce overall facility costs. We'll develop a service strategy around your requirements, the level of service and technology you want, and the goals you want to achieve. This strategy can combine reactive, planned and predictive service support, as well as advanced technology options for monitoring and analysis.

### Productivity Options

**Support center database (Metasys only)** – This subscription allows online access to thousands of solutions to Johnson Controls product questions, available 24/7 to any customers who want to get the most out of their BAS investment.

**Software update subscriptions (Metasys only)** – Stay current with Metasys revisions with a software subscription. By subscribing, you'll receive all releases of software, ensuring your system has the latest features.

**Ultrasonic leak testing\*\*** – Ultrasonic leak testing can locate leaks in your pneumatic controls system that may be wasting energy and impacting the performance of your system. Our technicians will test your system, tag the leaks, and provide a report quantifying the energy and greenhouse gas savings.

**ENERGY STAR benchmarking** – If you are interested in better understanding your facility's energy performance, or are required to benchmark your facility due to local or state regulations, we can perform the benchmark, provide you a summary report, and keep your information up-to-date.

**Consultative services and training** – Upon request, our technicians can help your staff troubleshoot tough problems or conduct on-site training.

**Panoptix** – With the Panoptix building efficiency platform, you can review equipment performance, pinpoint wasted energy, assess effectiveness, monitor and report on carbon emissions and energy efficiency, and much more. Data is pulled from multiple systems, like Metasys®, and presented in a way that lets you act on the information.

\*\* Pneumatic systems only.

### Remote Monitoring Options

Our remote monitoring options leverage the power of our Remote Operations Center (ROC), a 5-Diamond Certified center from the Central Station Alarm Association. Less than 5% of monitoring facilities have achieved this prestigious designation.

**HVAC/BAS monitoring\*\*\*** – Let our ROC watch over your building automation system 24/7. This service allows you to define which HVAC/BAS alarms are important to you and how you'd like us to respond, giving you peace of mind that critical issues won't be missed whether you're in the facility or away.

**Remote operations** – Remote operations take HVAC/BAS monitoring to the next step – providing you with facilities operations support to assist with tasks ranging from scheduling and set-point adjustments to control strategy optimization. A great option to augment your staff after-hours or in satellite locations.

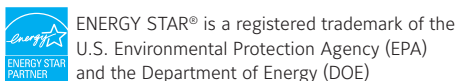
**Critical facility management\*\*\*** – Critical facility management delivers key benefits to owners and operators of data center facilities: higher reliability, better planning and forecasting, and lower operating costs. By connecting the mechanical and electrical systems supporting the critical load to our ROC, we can provide centralized data collection and diagnostic services, which allow our facility experts to provide recommendations to improve both capacity and performance.

\*\*\* May not be compatible with all controls systems.

Contact your Johnson Controls sales representative for more details.

### Customer Portal

With a Planned Service Agreement, the customer portal is the way to view all service requests, invoices and activities for your site locations. Access reports, request service, and review past, present and future service jobs, all at the click of a button. And better yet, you can retrieve all of this information on your time, when you need it.



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