

PLANNED SERVICE

Customized strategy. Focused results.





Keep your facilities running reliably, efficiently and productively.

You are under daily pressure to keep your facilities up and running, and to do more with less. You need to minimize issues and quickly get things back in order when something is disrupted. You've made an investment in assets and want to get the most out of that investment. At the same time, you're challenged to keep costs in check, reduce energy and improve the value of your facility.

As your building services partner, Johnson Controls can tailor a maintenance program that can extend asset life and reduce overall operations costs to help you achieve your facility and business goals. We provide an unmatched service experience delivered by highly skilled, factory-trained, safety-minded technicians who optimize operations of the buildings we work with, creating productive and safe environments for the people and processes within.

Meeting your needs with comprehensive maintenance

No two facilities have the same service needs. A customized service plan, with a combination of reactive, planned and predictive maintenance strategies, maximizes your return and minimizes your risk. Johnson Controls can develop a planned service program built around your exact building performance requirements and business needs, keeping HVAC controls and equipment efficiently performing at peak levels.

Working with us, you can expect:

- **Technical expertise** delivered by highly skilled, factory-trained, safety-minded technicians
- **A fast, accurate response** from our network of our more than 150 local service branches
- **A focus on safety** on and off your site
- **A high level of trust** through consistent service delivery and communication
- **An innovative service experience** using state-of-the-art, industry-leading technologies
- **A flexible service solution** with options that can be tailored to meet your requirements and budget
- **Risk mitigation** to protect your building and equipment investments
- **An emphasis on energy efficiency** from a leader in the industry

Johnson Controls planned service solutions cover:

Building Automation Systems and Controls

- Equipment and supervisory controllers
- Operator workstations and servers
- Pneumatic systems
- Thermostats and other field devices

Chillers

- Absorption
- Air-cooled
- Specialty drive
- Water-cooled

Mechanical Equipment

- Air handling units and coils
- Boilers, furnaces and infrared heaters
- Condensing units and condensers
- Cooling towers
- Fans, pumps and motors
- General mechanical equipment
- Rooftop units
- Terminal units
- Variable frequency drives
- And many more

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."



Providing the right expertise for the right job, every time.

With a planned service strategy in place, we will align the best-skilled technicians to your site's service needs. Johnson Controls technicians average nearly a decade of experience with the company, so if you have a problem, you'll receive a fast, accurate response from a professional who has knowledge of and experience with your system.

Our technicians stay current with the latest in building technologies through on-the-job and factory training. This includes our exclusive Service Technical Academy program, with three levels of professional achievement: Factory Trained, Senior Factory Trained and Master Factory Trained Technician. This continuum of learning means your Johnson Controls technician has the latest information and insights to keep your systems running efficiently and help extend the life of your assets.

Knowledge and support for the right solutions

Our local expert technicians also have access to a global network of peers, as well as technical support resources from the people who designed and built the systems they work on. This provides our technicians with unparalleled access to additional resources, ensuring they can quickly identify the right solution, no matter how tough the challenge.

Johnson Controls is also a leader in predictive service technologies. Backed by a team dedicated to these diagnostic technologies, our local technicians have the specialized tools and expertise to apply these advanced techniques, which can help identify and head off potential issues before they become bigger problems.

Personal commitment and responsibility to safety

Johnson Controls maintains a culture of safety, where injuries are unacceptable and safety is integrated into everything we do. Our employees are fully engaged, empowered, trained and equipped to make safe choices. After all, our goal is to offer you the safest, most professional and technically accurate service.

We conduct jobsite and vehicle audits, monitor driver safety, and hold our local leaders accountable for results. Johnson Controls provides each field employee with the proper safety equipment, so they arrive at your site with the right personal protective equipment to prevent injury to head, hands and eyes. Our technicians also receive comprehensive safety training, with mandatory monthly and annual interactive training sessions.

At all levels, our employees take ownership of their actions and view safety as a responsibility to themselves, their families, co-workers and customers. Because of their personal commitment, we lead the industry in workplace safety performance.





Ready to respond.

With a planned service strategy, you know exactly when your next service visit is scheduled. And, if it's an emergency, our local branch offices are committed to dispatching a technician within hours of receiving your service request to quickly help restore order to your facility. Whether during business hours, at night or on weekends, we have the right person with the right expertise, tools and technology to deliver fast and effective support 24/7/365.

Each technician is armed with a smartphone, providing secure and immediate access to critical information about your facility, your equipment and your requirements, as well as additional tools that help them deliver an unparalleled level of service.

With the addition of advanced technologies for remote monitoring and analysis, our technical experts can access your equipment's operating and trend data, allowing them to start diagnosing any problems before arriving at your facility.

If it's inside your building, we know how it works

Our expertise extends well beyond our own brand of controls and equipment. As the manufacturer of industry-leading Metasys® building management systems and YORK® HVAC equipment, we have the knowledge, experience and technology to keep your equipment running and help you take advantage of your controls and equipment capabilities. Whether your facility has Metasys and YORK, or another brand of controls or equipment, we provide the expertise, resources and responsiveness that result in an unmatched service experience for you.

Regardless if it's chillers, fans, pumps, compressors, building automation systems or boilers – we'll customize a maintenance program to help you achieve your facility goals, meet your operating requirements, extend your equipment life and maximize your budget.

RESPONSIVE. INTELLIGENT. RESULTS.

That's what you can expect when you partner with Johnson Controls. Talk to your local Johnson Controls service sales representative about developing a planned service strategy tailored around your specific goals and requirements.

Choose Johnson Controls as your building services partner.

With planned service from Johnson Controls, you can optimize your building controls and equipment performance, providing dependability, sustainability and energy efficiency. You'll get a solution that fits your specific goals, delivered with the attention of a local service company backed by the resources of a global organization.

METASYS 
BY JOHNSON CONTROLS

 **YORK**[®]
BY JOHNSON CONTROLS

**Johnson
Controls** 

About Johnson Controls

With more than 125 years of experience, no other company offers the level of building knowledge, facility equipment expertise or breadth of resources that you will get from Johnson Controls.

We understand what it means to respect your facility, to follow your processes and to work safely. Johnson Controls has 6,000+ factory-trained technicians working out of more than 150 local service branches in North America alone.



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