

FACTORY SERVICE PLAN | CHILLER PLANT AUTOMATION

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SERVICE FROM THE EXPERTS

Get the most from your Armstrong Plant Automation with a Factory Service Plan. Factory trained, certified, experienced technicians, know your equipment better than anyone else. With a Factory Service plan from Armstrong you'll enjoy:

Increased plant reliability

- Software and mechanical systems stay aligned, eliminating unnecessary stress on the plant.
- Regular inspections identify wear in mechanical parts so that you can repair or replace components at your convenience.

Sustained performance resulting in energy savings

- Reliable upgrades and improvements to software and settings keep your system running as intended.

Informed Building Operators

- Annual building operator training keeps staff informed and efficient in their role.

Faster recovery if ever needed

- Critical data and settings can be easily recovered.
- Preferential response from Armstrong when needed most.

Its your future

The future performance of your building depends on the decisions that you make today.

Armstrong's service includes a complete set of investigative and maintenance steps for your chilled water system, including:

Factory Service Plan – A plan right for your business

	FACTORY - SERVICE PLAN	ECO*PULSE™ COMBO
ON-SITE SERVICES		
Inspection of panels & components	✓	✓
Assessment of alarm history	✓	✓
Review of operating conditions and parameters	✓	✓
Exploration of any issues identified by on-site staff	✓	✓
Control system tuning	✓	✓
Historical data and parameter back-up	✓	✓
Installation of Service Packs as released	✓	✓
Annual operator training	✓	✓

	FACTORY - SERVICE PLAN	ECO*PULSE™ COMBO
ON-SITE SERVICES		
Service reports following each visit	✓	✓
REMOTE SERVICES		
Development of Service Packs	✓	✓
Quarterly performance report		✓
Remote diagnostics		✓
On-line reports		✓
Daily performance summaries		✓
Notifications		✓
Preferred service rate	✓	✓
Expedited response	✓	✓

Armstrong recognizes that each customer has unique needs. We work with you to select the frequency and timing of site inspections based on your specific business needs. We also provide discounts when the Factory Service Plan is purchased in combination with a subscription to ECO*PULSE™ HVAC health management service. ECO*PULSE™ provides 'deep dive' diagnostics with expert review and advise into your central HVAC system efficiency and operation.

A History Built on Service

Armstrong has a long history of serving the HVAC requirements of customers around the world. The Service Team includes dedicated local resources to provide timely and high quality service, backed up by central resources providing additional support, including:

- A designated account representative to serve as a single point of contact for assistance.
- Dedicated customer service staff, available from 7:30 AM to 6 PM EST.
- Direct access to service support through the 877-755-9009 number dedicated to automation customers
- Tailored service levels, chosen from a menu of options that meet the needs of your building, your HVAC systems and your business.

Talk to your Armstrong representative about a Factory Service Plan to help ensure you get the most from your investment in Armstrong technology.

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