

Maintenance has a direct bearing on the performance of your building systems, impacting efficiency and profitability over the building lifecycle. When you install a new system – be it HVAC, lighting, air quality, energy management or other building systems – how it is maintained through the warranty period and beyond is vital to its overall working order. This has major implications and potential long-term benefits for building owners, managers and occupants.

Put simply, an optimised maintenance plan will double the lifecycle of some building systems, not to mention improve running efficiency over their lifetime. At Controlworks we un-complicate system maintenance and ensure a seamless transition through your system's warranty period and beyond. Whether your system was installed by us or not; whether you're in or out of contract or even if you are not sure about the status of your system, we're here to help.

Our open and flexible approach means we've developed expertise across the product and system spectrum, without being restricted to one supplier or brand. And our expert technicians are some of the most experienced in the industry and able to tailor a maintenance plan to your needs. So you can rely on Controlworks to maintain reliability and performance, and help your business take full advantage of your building systems, maintain comfortable working environments and minimise costs for the life of your building.

“ Our ability to look through the system lifecycle and beyond means our customers benefit from solutions that perform efficiently for as long as they are needed. ”

## 6 REASONS TO ENSURE YOUR SYSTEM IS MAINTAINED

Well-maintained systems contribute to productivity, performance and profit. When you trust Controlworks to maintain your building systems you'll benefit in a number of ways.

**Ask yourself: can you afford NOT to maintain your system to its optimum?**

- SERVICE AND PRICE:** Enjoy guaranteed priority response times and preferred pricing with a Controlworks maintenance plan.
- PERFORMANCE:** Maintain optimum performance of your building systems throughout their lifetime, and even extend the lifetime.
- ADAPTABILITY:** Ensure systems adapt to the changing nature of your building and business no matter how you change or grow.
- RISK MANAGEMENT:** Mitigate against the risk of failures and reduce the likelihood and cost of future repairs.
- COMPLIANCE:** Achieve or improve your building sustainability and ratings in response to ongoing needs or to improve the value of your assets.
- VALUE:** Maximise the value of your building and the systems within it by taking a forward-thinking approach to maintenance.

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## OUR MAINTENANCE PLANS

Controlworks will keep your building and assets healthy through the warranty period and beyond to maintain efficiency throughout the system lifecycle. Whether your system was installed by us or not; whether you're in or out of contract, we will ensure it is always running to its optimum. Each plan is fully customisable and we will assess your needs to ensure you receive a best-for-system solution.

You can count on Controlworks to provide you with a seamless service transition from our Scheduled Maintenance to Lifetime Maintenance, so you can take full advantage of the functionality of your system and optimise the value it was designed to deliver.

### SCHEDULED MAINTENANCE PLAN

*Scheduled maintenance ensuring optimum installation and performance during your warranty period.*

- Dedicated Service Account Technician
- Customised site visits
- Fully trained technical team for each site visit
- On-call service (remote dial-in or on-site attendance)
- Essential systems checks and tuning
- Plant control performance checks
- Compliance with ASHRAE Standard 180-2008
- Repair and/or replace on condition
- Detailed Site Report after each monthly visit
- Complimentary half-yearly assessment
- Manufacturer's warranty on equipment\*

*\*New installation equipment warranties vary by manufacturer.*

### LIFETIME MAINTENANCE PLAN

*Optimised predictive maintenance delivering efficiency and cost savings throughout the system lifecycle.*

All of the Scheduled Maintenance Plan, PLUS:

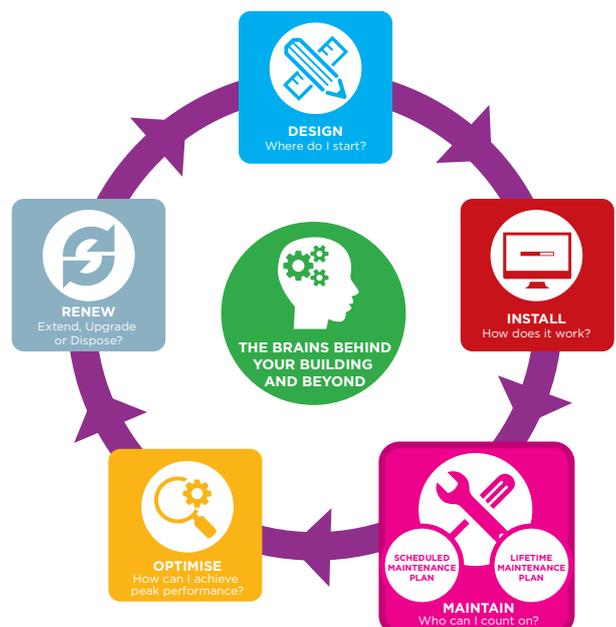
- Preferred pricing structure
- Complimentary annual assessment report
- Remote support and on-site attendance 24 hours, 365 days a year
- Condition monitoring including trend reporting
- Customised training options for your in-house staff
- Energy efficiency audit
- Asset management audit
- Optimisation planning for your building assets
- Extended warranties provided by manufacturers (if available)

## PART OF A COMPLETE SYSTEM LIFECYCLE SOLUTION

Controlworks' maintenance solutions are part of a complete system lifecycle solution, from system design through to optimisation and renewal.

Our ability to be forward-looking through the system lifecycle means our customers benefit from solutions designed to perform efficiently over the long term.

Our customers choose us to deliver and manage entire projects or seek recommendations on specific issues. No matter how you engage us, we'll be focussed on achieving your goals and will work hard to do this as efficiently as possible.



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## THE TECHNICAL, SERVICE AND FLEXIBILITY LEADERS

Controlworks is the industry leader when it comes to system maintenance, based on the technical capability of our personnel, our service commitment and our open and flexible approach. All of these factors deliver better outcomes for our customers.

**TECHNICAL CAPABILITY:** Our technicians are some of the most capable in the industry with extensive experience across HVAC, lighting, air quality, access control, CCTV, electrical, metering, energy management and other building systems. All Controlworks technicians are accredited to ASHRAE Standard 180-2008.

**SERVICE COMMITMENT:** With Controlworks you'll get the service you deserve. We offer remote support and on-site attendance 24 hours, 365 days a year and commit to guaranteed response times.

**OPEN AND FLEXIBLE APPROACH:** We're an independent integrator embracing both open protocol and proprietary BMCS systems and utilising the world's leading brand products. We can design a maintenance solution for any system without being limited by an alignment to any particular brand.

## ABOUT CONTROLWORKS

Controlworks is a leader in building automation and energy management. Our solutions help companies create and maintain safe, productive and comfortable work environments both within the building and beyond – reducing operating costs, optimising system efficiency and maximising return on investment.

Controlworks was established in 2003 and in its short history has delivered a number of landmark building management and technology solutions throughout Australia and New Zealand. From offices in Melbourne, Sydney, and Wellington, NZ, we work with customers in the education, healthcare, data centre, retail, hospitality, commercial and industrial sectors.

We are solutions-oriented, collaborative and flexible in our approach, which helps drive intelligent and fit-for-purpose outcomes and a seamless experience for asset owners, managers and occupants. Our experts provide customised solutions that replace or integrate with existing systems and harness the full potential of your built environments and external areas.

When it comes to building automation and energy management, Controlworks is the brains behind your building and beyond.

## SPEAK WITH THE SYSTEM MAINTENANCE EXPERTS

The link between maintenance practices and a building's performance is direct and undeniable. How you maintain your building system will have a direct bearing on its long term cost and performance. Controlworks is an Australian leader in maintaining and optimising building systems, delivering benefits to building owners, managers and occupants. Contact Controlworks for solutions tailored to your system and needs.

## CONTACT THE BUILDING AUTOMATION AND ENERGY MANAGEMENT EXPERTS

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