

Service Matrix

		<div><div></div></div> <div>None</div> <div>No contract</div>	<div><div></div></div> <div>Silver</div> <div>Standard</div>	<div><div></div></div> <div>Gold</div> <div>Advanced</div>	<div><div></div></div> <div>Platinum</div> <div>Comprehensive</div>	<div><div></div></div> <div>Diamond</div> <div>Fully Comprehensive</div>
Preventative Maintenance & Testing						
	PPM engineer visits	£	✓	✓	✓	✓
	Testing of the agreed asset list to relevant standards	£	✓	✓	✓	✓
	Live cause and effects testing (additional to mandatory BS)	£	£	£	£	£
Reactive Maintenance						
	Engineer labour	£	£	£	✓	✓
	Product Lifetime Warranty on Protec 6000 devices* and control panels	X	£	✓	✓	✓
	Product Lifetime Warranty on Protec range of ASD products	X	£	✓	✓	✓
	Failed equipment	£	£	£	✓	✓
	Panel batteries	£	£	£	✓	✓
	Protec Installations	X	X	X	X	✓
	Consumables	£	£	£	✓	✓
*Excludes CO sensors and batteries						
Response Times						
	24 Hour call out support	X	✓	✓	✓	✓
	Urgent 4 Hour response time	X	X	✓	✓	✓
	Routine 8 hour response time	X	✓	✓	✓	✓
	Standard response - up to 14 days	✓				
Support						
	Technical support line	X	✓	✓	✓	✓
	Out of hours support line	X	✓	✓	✓	✓
	Software upgrades to Protec System	£	✓	✓	✓	✓
Portal / Front End systems						
	NEXOSPACE Operate	X	✓	✓	✓	✓
	Advanced portal E-log books, E-test records, Cloud data, asset management	X	✓	✓	✓	✓
	Protec graphics software support agreement (per system)	X	£	✓	✓	✓
Cloud Monitoring (6500 product only)						
	NEXOSPACE Operate	X	£	£	✓	✓
	NEXOSPACE Protect	X	£	£	✓	✓
Systems Supported						
	Protec fire detection systems	✓	✓	✓	✓	✓
	Non Protec fire detection systems	✓	✓	✓	✓	X
	Emergency lighting systems	✓	✓	✓	✓	X
	Kitchen suppression systems	✓	✓	✓	✓	X
	Portable extinguishers	✓	✓	✓	✓	X
	Audio systems / PAVA	✓	✓	✓	✓	X
	Security systems	✓	✓	✓	✓	X
	Sprinkler / water mist	✓	✓	✓	✓	X
	Gas detection	✓	✓	✓	✓	X
	Obsolete* Systems	✓	✓	X	X	X
*Obsolete or exceeded product life cycle						



For bespoke solutions please contact a member of the service team.
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Exclusions apply: water damage, lightning damage, flood damage, malicious damage, obsolete equipment or equipment outside life cycle.

£ = Price on application