

# Service Matrix

	 <b>None</b> No contract	 <b>Silver</b> Standard	 <b>Gold</b> Advanced	 <b>Platinum</b> Comprehensive	 <b>Diamond</b> Fully Comprehensive
<b>Preventative Maintenance &amp; Testing</b>					
PPM engineer visits	£	✓	✓	✓	✓
Testing of the agreed asset list to relevant standards	£	✓	✓	✓	✓
Live cause and effects testing (additional to mandatory BS)	£	£	£	£	£
<b>Reactive Maintenance</b>					
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					
<b>Response Times</b>					
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	✓				
<b>Support</b>					
Technical support line	X	✓	✓	✓	✓
Out of hours support line	X	✓	✓	✓	✓
Software upgrades to Protec System	£	✓	✓	✓	✓
<b>Portal / Front End systems</b>					
NEXOSPACE Operate	X	✓	✓	✓	✓
Advanced portal E-log books, E-test records, Cloud data, asset management	X	✓	✓	✓	✓
Protec graphics software support agreement (per system)	X	£	✓	✓	✓
<b>Cloud Monitoring (6500 product only)</b>					
NEXOSPACE Operate	X	£	£	✓	✓
NEXOSPACE Protect	X	£	£	✓	✓
<b>Systems Supported</b>					
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.