

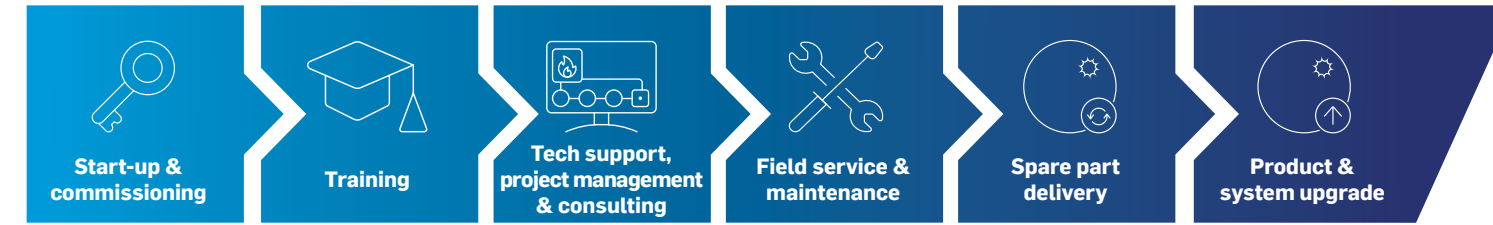


**At your service**

Leave the fire & gas safety to the experts

## Stay safe - always

Choosing the BluEdge™ service platform means we cooperate to find the best solution to fit your needs. We sit down together to go through your fire and gas safety system, and agree on a service level that will complement the resources that you have. Together, we ensure your people and assets are safe throughout the system lifetime.



## BluEdge service options

### Emergency on-site service

One of our experts will be with you to fix any issue with fire and gas safety system

### Validation and verification

Validation and verification of installed base, including recommendation and obsolescence management

### 24/7 help desk

Call us at any time with your issues, and our help desk team will assist

### 24/7 emergency support by support centre

For more complex challenges, we gather a team of experts to look at your issue.

### Software license included

We ensure your software is always updated with the newest version.

### Certification training

So your team is always up to date with refreshed competence on the fire and gas safety system.

### Product obsolescence management

When we obsolete a product, we provide a seamless replacement plan.

### Critical spare part holding

We maintain a range of spare parts dedicated to your fire and gas safety system, and expedite shipping to you on demand.

### Preferential spare part pricing

We offer preferential prices on spare parts.

### Extended warranty

Your fire and gas safety system has a 10 year warranty

### Upgrade

With a 5-year contract, you can upgrade at any time.

### Remote monitoring

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Emergency on-site service	48 hour mobilization time*	24/48 hour mobilization time*	24 hour mobilization time**
Validation and verification			✓
24/7 help desk	✓	✓	✓
Emergency support		24/48 hour response time	24/7
Software license included	✓	✓	✓
Certification training:	Every other year	Annually	On-site
Product obsolescence management	✓	✓	✓
Preferential spare part pricing		✓	✓
Critical spare part holding			✓
Extended warranty			✓
Upgrade			+
Remote monitoring		+	+

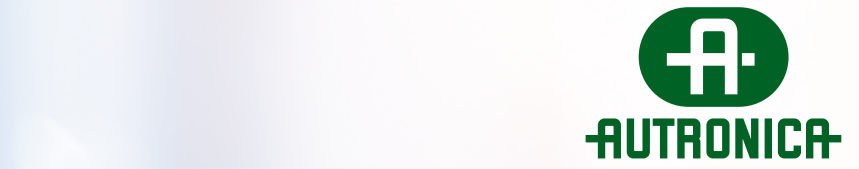
\* Not included in price  
\*\* Travel and accommodations at cost + 10%

✓ Included in agreement  
+ Optional feature

## BluEdge service platform

Preventive ————— Full coverage

CORE	ENHANCE	ELITE
For customers with their own field service personnel who occasionally need Autronica Experts to review their installation.	For customers who want to sign up for a service plan that includes more value-added options. Includes multi-year service agreement for preventive maintenance.	For customers who want complete peace of mind, 24/7 access to Technical Support Center and focus on optimized performance and minimized cost over the system lifecycle.
On-site <b>Inspection Service</b> every other year and on-demand system and detector testing. Includes service report and recommendations	Annual on-site <b>Inspection and preventive maintenance service.</b> Includes service report and recommendations	Annual on-site <b>full scale testing and preventive maintenance service.</b>
48 hour mobilization time*	24/48 hour mobilization time*	24 hour mobilization time**
		✓
24/7 help desk	✓	✓
Emergency support	24/48 hour response time	24/7
Software license included	✓	✓
Certification training:	Annually	On-site
Product obsolescence management	✓	✓
Preferential spare part pricing	✓	✓
Critical spare part holding		✓
Extended warranty		✓
Upgrade		+
Remote monitoring	+	+

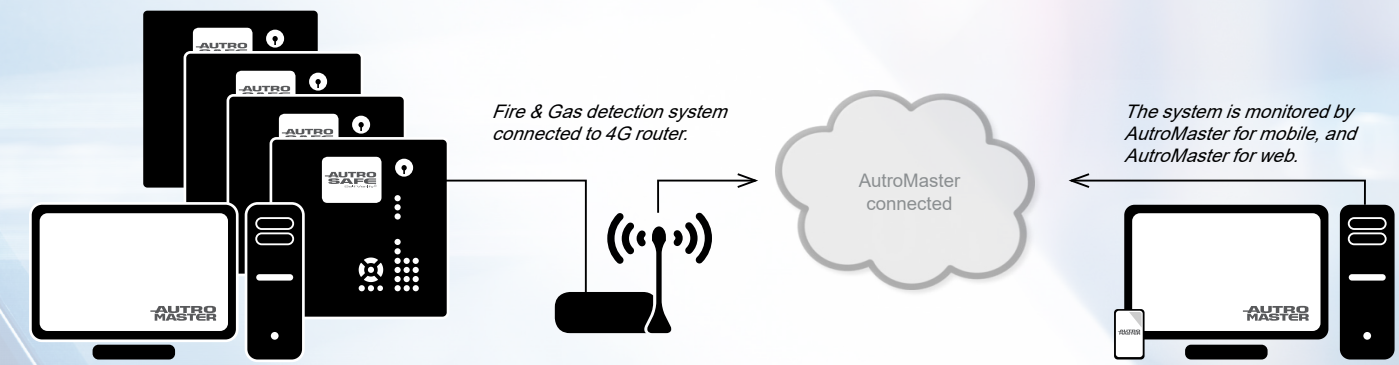


## New technologies

lead to new opportunities

Technology is advancing fast, and we are constantly taking advantage of new technology in order to ensure the safety of our systems. With remote connection, we can monitor detector status and replace units before they fail at the end of their service life. By analysing the system information prior to arrival, our service engineers can provide faster and more accurate service on site. We can also help you update your system with minor configuration changes without the need for a service engineer on site.

By documenting performance on site, field testing of detectors and manual call points can be reduced to a safe minimum. Same level of security – fewer expenses.



Contact us for a proposal or assessment  
Go to [www.autronicafire.com](http://www.autronicafire.com)  
or call **+47 915 09753**



**Get the Edge. BluEdge.**

The BluEdge service platform is our new, best-in-class service and aftermarket offering exclusively for customers and partners across the Carrier enterprise (HVAC, Refrigeration, Fire & Security). Leveraging our history of innovation and deep product expertise, we deliver unmatched service experiences that are tiered to meet the precise needs of your business.

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