



97% of service calls are successfully resolved by the remote service center (RSC), avoiding inconvenient service appointments.\*

## Planned Service Agreement with Remote Service Solutions

### Protect your investment while reducing downtime

Johnson Controls' Planned Service Agreement (PSA), helps protect your investment, provides peace of mind and drives operational efficiency with coverage exclusively designed to reduce downtime.

Remote Service Solutions (RSS) is now an offering in our Planned Service Agreements. The Remote Service Center (RSC) allows us to diagnose and resolve many system issues quickly over the phone, avoiding the inconvenience of scheduling and dispatching a service technician onsite. Johnson Controls views itself as a partner in helping customers achieve their business goals. It is with that in mind that we created RSS and offers it to PSA customers.

#### Why Choose PSA with Remote Service Solutions?

- Provides rapid response and reduces system downtime
- Professionally certified technicians perform work
- Offers greater operational efficiency for customers by reducing onsite service appointments
- Cost effective – It leverages existing infrastructure while eliminating unnecessary investment in additional equipment

\*97% of qualified, non-hardware related service issues are successfully resolved through the RSC, January 2016.

# Help keep your system running at its best

Technologies covered by Johnson Controls' Planned Service Agreement include video surveillance, digital recording/storage, intrusion detection and control, access control and 4007ES and 4010ES fire alarm panels

## Rapid response with maintenance for your business systems

Our highly specialized, local technicians offer fast maintenance, repair and replacement of systems, devices and components, allowing you to minimize interruptions.

### Intrusion Alarm

Maintenance and repair services for commercial intrusion detection and burglar alarm systems.

### Fire Alarm

Maintenance and repair services for 4007ES and 4010ES fire alarm systems.

### Video

Video surveillance system and security camera maintenance.

### Access Control

Access control system maintenance and repair.

### Elevators

Maintenance, repair and replacement of elevator security systems.

### Remote Service Solutions

Rapid issue resolution and diagnostics by remote technicians.

### Professionally Certified Technicians

Maintenance work performed by professionally trained certified technicians.

### Convenient service scheduling

Telephone and web-based scheduling, 24 hours a day.

### Cost Effective

Predictable monthly cost helps forecast maintenance expenses.

### Operational Efficiency

Get back to business faster with Remote Service Solutions.

**Avoid unexpected repair costs and improve system uptime with our Planned Service Agreement with Remote Service Solutions. Speak with our sales representative for more details. Call 1.800.746.7539, or visit [www.johnsoncontrols.com](http://www.johnsoncontrols.com).**

## About Johnson Controls

Johnson Controls is a global leader creating a safe, comfortable and sustainable world. Our 105,000 employees create intelligent buildings, efficient energy solutions and integrated infrastructure that work seamlessly together to deliver on the promise of smart cities and communities in 150 countries. Our commitment to sustainability dates back to our roots in 1885, with the invention of the first electric room thermostat. We are committed to helping our customers win everywhere, every day and creating greater value for all of our stakeholders through our strategic focus on buildings. For more information, visit [www.johnsoncontrols.com](http://www.johnsoncontrols.com) or follow [@johnsoncontrols](https://twitter.com/johnsoncontrols) on Twitter.

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