

Automated Logic

Building automation, energy and environmental control

ASSURANCE PLANS

Our Assurance Plans are a suite of comprehensive services for Automated Logic customers. By using data from your facility and our powerful analytics tools, our professional experts will deliver unmatched service experiences tiered to meet the precise needs of your business.

CORE




Core is an economical solution for customers with IoT-enabled equipment that collects real-time data to improve staff efficiency and reduce unplanned downtime.

ENHANCE

Enhance is complete preventive maintenance and technical expertise including proactive monitoring of health, efficiency and performance with actionable insights to identify opportunities for reducing operating costs and avoiding failures.

ELITE

The ultimate worry-free, peace of mind program for clients. Realizing building comfort, efficiency and operational goals with ALC turn-key solutions powered by predictive analytics and OEM expertise.

	 CORE	 ENHANCE	 ELITE
24/7 Emergency Call Center Support	✓	✓	✓
ALC Digital Core	✓	✓	✓
Remote Technical Support	✓	✓	✓
Planned Preventative Maintenance		✓	✓
Facility Management Consulting (SAM)		✓	✓
Application Optimization		✓	✓
System Operator Skills Training		✓	✓
Comprehensive Repair – ALC Hardware and Labor			✓
IntelliSuite Application Services			✓
Fault Detection Management			✓
VAV Diagnostics			✓

LEARN MORE ABOUT THE SERVICES AVAILABLE IN AUTOMATED LOGIC'S ASSURANCE PLANS.

DIGITAL PM SERVICES

Call Center Support (24/7)

Call center assistance is available 24 hours a day / 7 days a week for emergency dispatches

Service Management

WebCTRL® server Hardware & Software Support

Health Monitoring

WebCTRL Health Monitoring application provides insight into the health of the WebCTRL building automation system and its associated controllers including memory and processor use for all devices as well as server efficiency and speed indexes

Cyber Management

On-Going Support of System Components (Hardware & Software Internet vulnerability scans, OS security patching)

Subscription Services (Field Devices)

Automated Logics supplies the latest updates and upgrades to WebCTRL to ensure the best software version is running

Remote Technical Support (Non-Scheduled)

Service Specialist performs remote WebCTRL system verification procedures through secure network interface

ON-SITE PM AND OPTIMIZATION

On-Site Support

For time sensitive matters that cannot be resolved remotely, a Service Specialist will be on-site within (1) business day

Preventative Maintenance (Scheduled)

Scheduled maintenance visits to provide preventative support to physical equipment including Server, Controllers & Third Party integrated devices.

Service Reports (Scheduled)

During each site visit, Service Specialists discuss material used, labor required and work performed along with any additional findings or concerns

Facility Management Consulting (SAM)

A dedicated Service Account Manager provides on-site consulting services that specifically addresses your facility needs

System Optimization (Scheduled)

Scheduled maintenance visits to check-on system related performance and the activities available to optimize system performance

System(s) Operations Skills Training (Non-Scheduled Refresher)

System Specialist provides on-site training of basic WebCTRL operation and maintenance

OPTIONAL SERVICES & CONSULTING

Environmental Comfort Index

Custom dashboard is set up so key comfort and energy parameters can be measured and analyzed

Remote Airside Management

Using available tools & software Automated Logic remotely adjusts & modify airside equipment components to support local environment requests and your desired operating outcomes

Advanced System Training (BAS University)

Regionally based, instructor led courses ranging from operator basics to programming. Courses are taught by Automated Logic certified trainers who are experts in their field.

NON-ALC Component Repair/Replacement (Specific Device Types)

The cost to repair failed third-party components (valves/actuation) or replace them with new or reconditioned components is included

Energy Star Ranking

Automated Logic works with facility to set up and maintain its national ranking in the Energy Star® program

Energy Performance Benchmarking

Certified Energy Manager normalize utility data against weather trends and industry standards to develop a customized energy usage baseline

Energy Audit

Service Technicians examine building energy usage and assess potential improvements to utility expenses driven by lighting, HVAC and other systems

Retro-Commissioning

A systematic process is used to identify and implement operations & maintenance improvements, optimizing the performance of a facility sub-systems and how they function together

Continual Commissioning

Automated Logic optimizes system operation and control through continuous collection and analysis of facility operations and energy usage data

Utility Expense Analysis & Reporting

Automated Logic Energy Reports provide a monthly evaluation of electric, gas & water meters, including daily consumption, Tennant bill & cost Savings

Energy Management Planning

Leveraging energy audit and benchmarking reports, a Certified Energy Manager creates a customized plan to manage a facility energy usage

LEED Certification

Automated Logic works with facility to set up and maintain LEED certification

PROACTIVE SERVICE & CONSULTING

IntelliSuite Services

Automated Logic detects and diagnoses deviations from expected performance with existing sensors and hardware using advanced statistical methods and modeling

Air Handler Unit (AHU) Applications

Specific focus on the Installed Air Handling Units (AHU) to review & modify performance to meet customer expectations in performance

Roof Top Unit (RTU) Applications

Specific focus on the Installed Roof Top Unit Units (RTU) to review & modify performance to meet customer expectations in performance

Chiller Applications

Specific focus on the Installed Chiller Type Equipment (CTE) to review & modify performance to meet customer expectations in performance

VAV Diagnostics

Using available tools & software Automated Logic detects and diagnoses deviations from expected performance with existing sensors and hardware using advanced statistical methods and modeling

Fault Detection Management

If enabled, Automated Logic detects and diagnoses deviations from expected performance with existing sensors and hardware using advanced statistical methods and modeling

ALC Device Repair/Replace

The cost to repair failed Automated Logic components or replace them with new or reconditioned components is included

Repair Labor

All on-site labor costs associated with repairing or replacing failed components is included

Priority Response Service

Priority customers are placed at the top of the service queue and receive the fastest response

Assurance Plans:  CORE  ENHANCE  ELITE