

FROM ORDER TO DELIVERY

How to take advantage
of everything
Honeywell offers

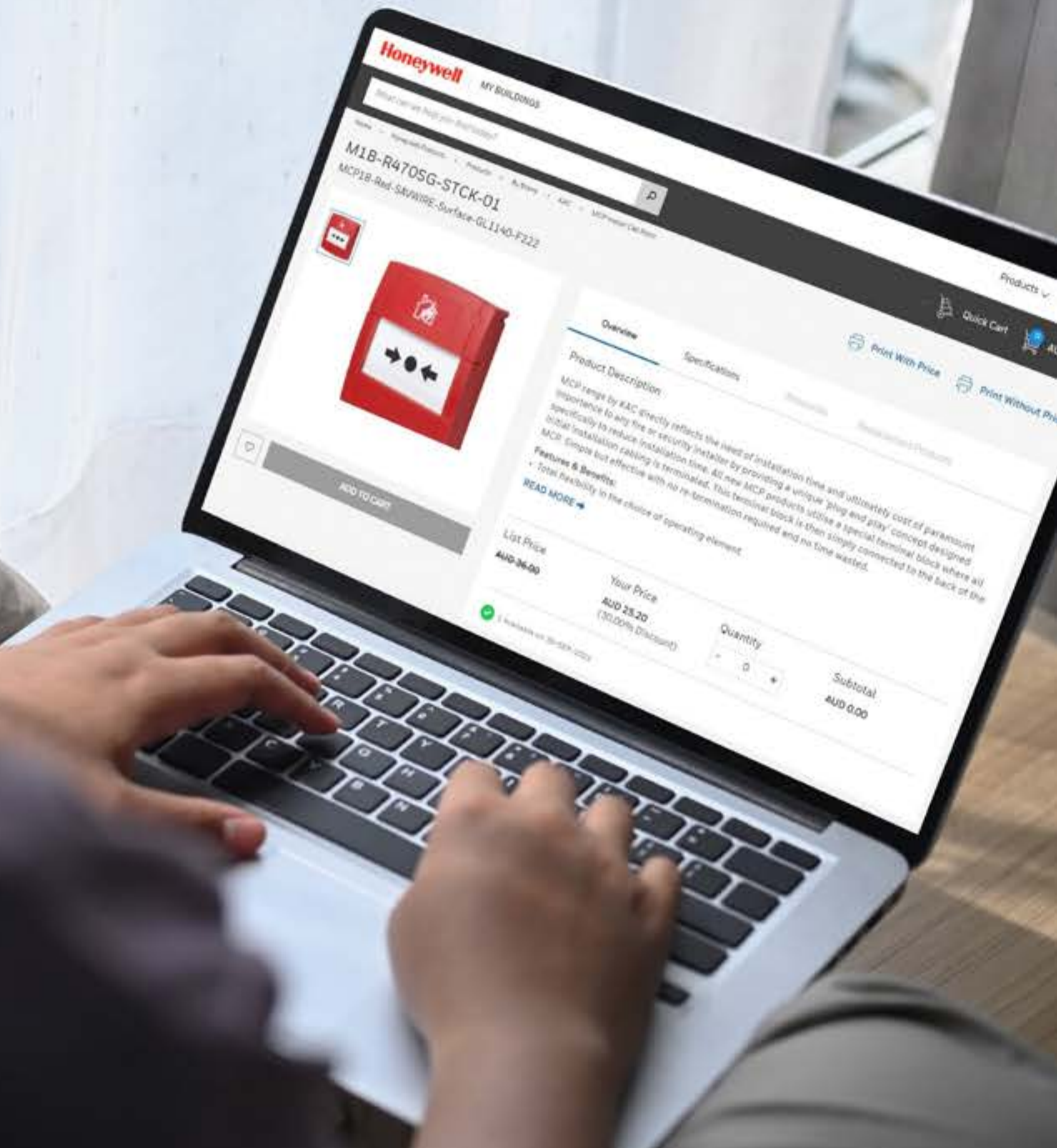


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PROCESS MAP



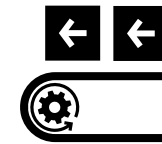
ORDERING

1. Place order
2. Receive confirmation



PLANNING

1. Weekly checkpoint
2. Order amendments, including adding or removing items and requesting a change in the delivery date



BUILDING

The production commences upon the latest amendment



DELIVERY

Order is ready for delivery. ETA will be provided

HOW TO TRACK MY ORDERS FOR ON-TIME DELIVERY

Stay on top of project timelines.
Track your orders status of your project 24/7 on

MyBuildings.Honeywell.com

- ✓ **KNOW** what's available anytime
- 🛒 **ORDERING** simplified
- 📊 **ACCESS** real-time pricing 24/7. **SAVE** time and money
- ✉️ **RECEIVE** new product updates

GET WHAT YOU WANT THE WAY YOU WANT IT



HOW TO REQUEST PROJECT SUPPORT

NOTIFIER Professional Support Program

**Your expertise.
Our support.**

That's how
projects stay
on track.

As a system integrator, you depend on NOTIFIER for great products, reliable installation and commissioning, and support after the project wraps up. The NOTIFIER Professional Support Program is a paid subscription service designed to provide software support, database services, troubleshooting and on-site commissioning support.

We're out to provide an added layer of expertise to support integrators by expediting system installation, sustaining the system's performance and maintaining its value over time.

Find out more about services

1800 220 345 (AUS)

0800 220 345 (NZ)

HBTPacificFireSupport@Honeywell.com



HOW TO GET TRAINING

My Honeywell building universities (MyHBU)

MyHBU is a Learning Management System aligning all of Honeywell Building Technologies (HBT) brands such as Notifier and Xtralis onto a single learning platform.

It includes **online** and **in-class courses** that cover the range of NOTIFIER products and solutions to ensure that you and your team are fully equipped with technical knowledge to ensure a successful end-user outcome.

You can also create learning paths through all Honeywell Building Technologies (HBT) training offerings, with full 24/7 access to book instructor training, view On-demand content and access training records.



HOW TO DOWNLOAD PROGRAMMING TOOLS

To enable downloading VeriFire tools, please make sure you have an active account with [Notifier.com.au](https://notifier.com.au)

VeriFire tools

VeriFire tools version 12.00 is the next generation programming and test utility for the Onyx AFP-3030, NCA-2, LCD2-80 in ACS mode, DVC-RPU, DVC and associated DAA, DAA2 and DAX amplifiers and DS-DB. Version 12.xx has a security feature which requires the user (technician, programmer, etc.) to have an active license to perform online functions; such as upload/download. Basic users will have access to all offline functions; such as editing device labels or running reports.

[Visit notifier.com.au](https://notifier.com.au)

[Login](#)

[Resources Tab](#)

[VeriFire Tools](#)



MISSING OUT ON THE BENEFITS OF CLSS?

We can help bring you on board step-by-step



Sign Up SI account

- www.Fire.Honeywell.com
- Receive Verification Email, Sign the Digital Agreement
- Check email for your unique SI CLSS credential

Raise a Purchase Order

- Gateway
- Site and user license



Buy hardware & site license

- Add Your customer Account (Site)
- Add technicians / customer employees for the site
- Raise a Purchase Order



Assign users accesses

- Admin(s)
- Technician(s)
- Facility manager(s)
- Raise a Purchase Order



Commission and go live

- Onsite handover & trainings
- Assign licences
 - Test and inspect
 - Report generation
 - Site management
 - Technical support
 - Call out process
 - Demo site scenario
 - Remote diagnostic
 - Event log
 - Create test plan

A Honeywell professional will schedule a walk-through call for these processes

HOW TO ACCESS MY CATALYST PARTNER BENEFITS

What is the Catalyst Partner Program?

The catalyst Partner Program rewards you for your business success by providing benefits designed to help your business grow further.

What are the Benefits & Entitlements?

Based on your partner membership, you will earn benefits and rewards such as exclusive marketing supports and development fund

How to access my benefits

Easily track your success and manage your benefits and take advantage of a one-stop shop for pricing, availability, procurement, and order tracking 24/7

HOW TO CLAIM PRODUCT WARRANTY

Who is covered by the warranty?*

Products offered by Honeywell Limited ("Honeywell") are covered by a limited warranty. Honeywell extends the benefit of this limited warranty only to the first end-user of the product. This limited warranty is non-transferable.

Product warranty T&C

How to claim your product warranty:



Request

Email RMA Customer Service Team to raise Warranty Request



RMA Form

RMA form will be issued. Return the form after filling out the info



Goods Return

Case number and Return address will be provided for you to return goods.



Assessment

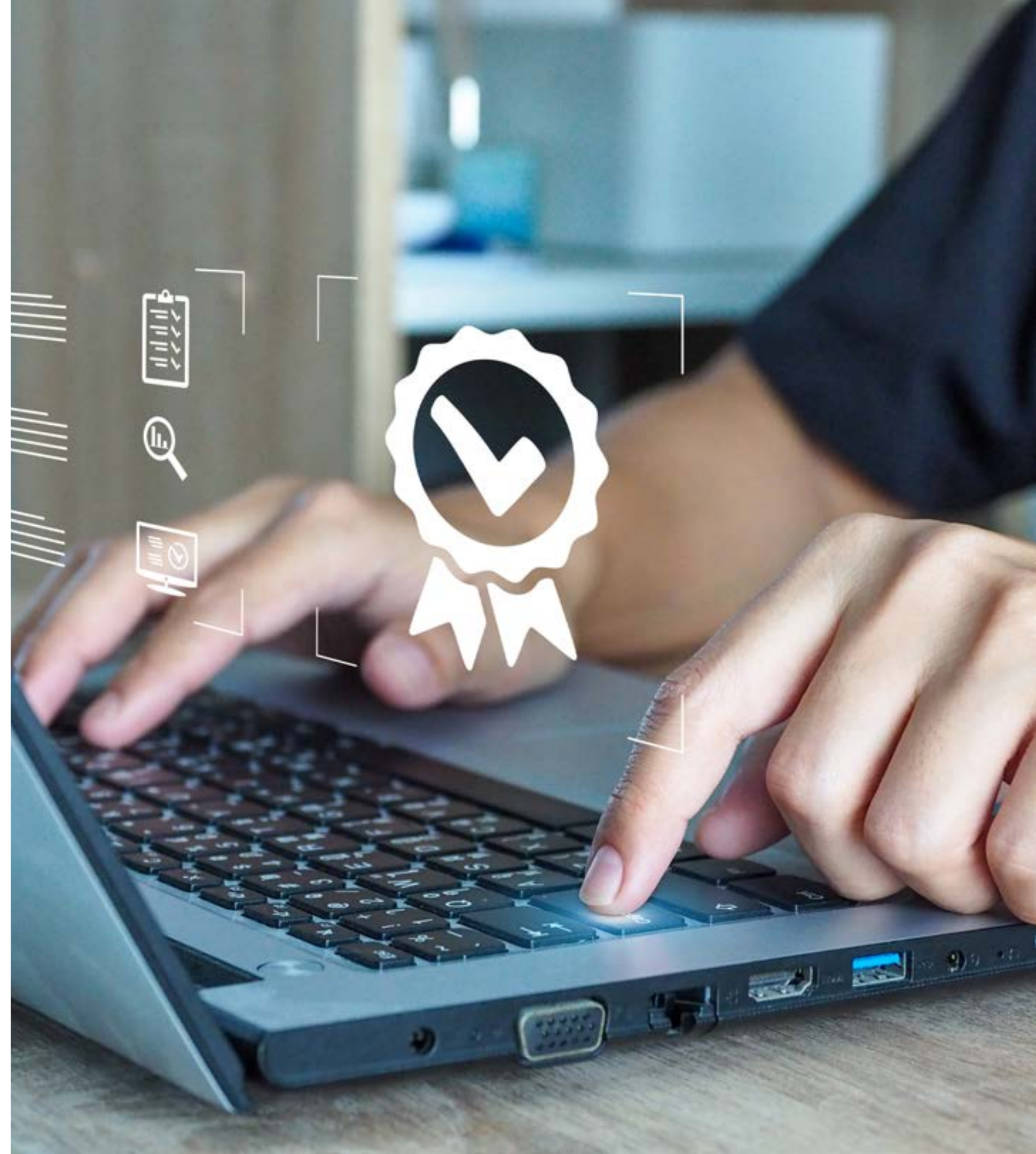
QA team will assess the goods returned.



Result

RMA team will contact you for replacement decision.

HBTPacificCustomerReturns@honeywell.com



KEY CONTACTS AND USEFUL LINKS

PACIFIC SUPPORT TEAM

Customer Service 1300 368 755 (AUS)
0800 202 088 (NZ)
HBTPacificCustomerCare@honeywell.com

Service Return HBTPacificCustomerReturns@honeywell.com

Account Payable accountsHSF@Honeywell.com

Technical Support 1800 220 345 (AUS)
0800 220 345 (NZ)
HBTPacificFireSupport@Honeywell.com
HBTPacificSecurity@Honeywell.com

Training Johna.Parmar@honeywell.com

PRODUCT MARKETING AND COMMUNICATION TEAM

Commercial Fire Harsha.ChandrashekarN@Honeywell.com

**Customer Marketing
Communication** Carol.Shi@Honeywell.com

PACIFIC REGIONAL SALES LEADER

Fire Danny.allen@Honeywell.com

PROJECT MANAGEMENT

**Project Management
Team** HBTPacificFireProjects@Honeywell.com

Considering the customised nature of the project, we understand that modification may arise. Hence, we are here to assist you with requests to update project orders and delivery dates within a reasonable time frame.

We are committed to ensuring that you remain in control and well informed throughout the progress of your project.

**THE
FUTURE
IS
WHAT
WE
MAKE IT.**

Honeywell

Honeywell Building Technologies (Pacific)

Norwest Business Park
9 Columbia Way,
Baulkham Hills, NSW 2153

Tel: 1300 234 234 (Australia)
Tel: 800 220 345 (New Zealand)

Visit: www.notifier.com.au