NOTIFIER Professional Support Program

NOTIFIER®
by Honeywell

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.

Onsite support when it matters most

We're ready to facilitate the startup of a complete dry fire system, and we'll follow up by complementing your regular maintenance program to ensure optimal system operation with minimal downtime. Many issues can be handled remotely, but sometimes a site visit is the best way to close the case.

SERVICE	DESCRIPTION
Commissioning support and problem resolution	In the event of a system issue that requires additional expertise to resolve, a NOTIFIER support professional can be dispatched to the site.
Perform system diagnostics	Our support professionals can perform system diagnostics to identify the cause of a problem and develop and implement a solution quickly.
System upgrade support	NOTIFIER professionals can support the implementation of a new installation, or the upgrade of existing software or firmware, adding features, bringing the system up to date, and improving functionality.
Database service	Our expert team can create or modify panel databases based on the site drawings, device labels, and customer logic matrix. Database services are available for AFP-3030, AFP-2800, DVC, I-2000, ONYXWorks and other NOTIFIER products. Database upgrades and optimisation services by expert professionals take the risk out of upgrading legacy systems and save time and money for the installer.

Meet your team

Our experienced support professionals can focus on your site concerns and take action to ensure prompt and efficient issue resolution.

Name	Office Location
Arya Azizi	Sydney
Stuart Lord	Sydney
Roel Lavina	Sydney
Malcolm Fretz	Melbourne
Lining Hou	Brisbane
Stefan Salamon	Adelaide
Chris Harrison	Perth
Dan Kibblewhite	Auckland
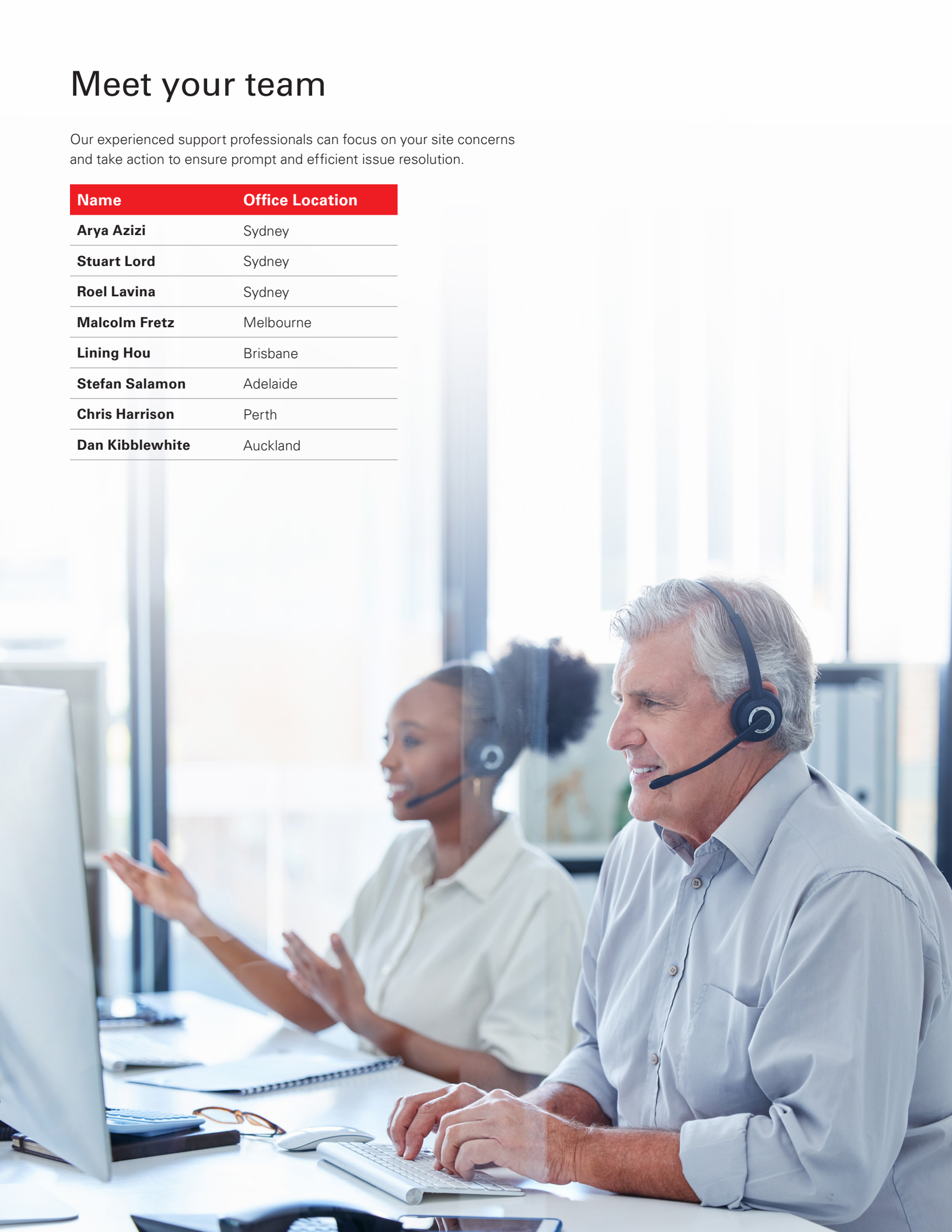
Terms of support

1. NOTIFIER sells to and supports an authorized network of NOTIFIER Integrators exclusively; it is not our policy to assist the end user (site) directly. Additionally, NOTIFIER is not responsible for dispatching Integrators to address site needs.

2. NOTIFIER offers free phone and email technical support to Integrator technicians who have received NOTIFIER certification training for sites covered under the original warranty.

   a. To ensure appropriate response times, NOTIFIER prioritizes all requests according to the customer Tier and their urgency and severity. For example, service requests involving partial or complete system failures are given a higher priority than requests for new software or hardware installations. Immediate resolution of service requests is always a desirable outcome for NOTIFIER as well as for our customers.

   b. An authorized NOTIFIER Integrator representative must be involved in all support calls and site visits unless an agreement is reached in advance with NOTIFIER management. NOTIFIER Field Service Engineers must always be accompanied by an Integrator representative onsite.

3. Hourly rates for remote and onsite support that does not meet the above requirements can be found in NOTIFIER Pacific trade pricelist.

Problem events not supported

1. **Hardware failure**
   We will try to help you identify sources of failure, and may make suggestions, but we are not equipped to repair or replace hardware over the telephone or in person onsite. Hardware replacement onsite is the responsibility of the integrator technicians.

2. **Deleted, overwritten or corrupted software or firmware**
   We will try our best to help recover your system, but we are limited by the quality and age of your backups.

3. **Lost database or system configuration**
   NOTIFIER does not store site databases or system configuration backups. It is the responsibility of site management and System Integrator to keep backup copies of all system databases and configuration for their sites.

4. **Unapproved modifications to software**
   NOTIFIER engineers are trained to support NOTIFIER products as provided by NOTIFIER . However, we cannot support software modifications that have not been approved by NOTIFIER .

5. **Other events beyond the control of NOTIFIER**
   NOTIFIER does not provide or support non-NOTIFIER products, nor are we able to support customer-provided services or equipment such as networks or computers. We will not provide assistance when the customer does not possess required passwords, security access or privileges. NOTIFIER has no "back door" access to systems and will not provide any passwords (even default passwords) without prior written agreement.

6. **Installation of non-NOTIFIER products**
   NOTIFIER does not support installation, configuration, and maintenance of non-NOTIFIER products if they are not approved or required by NOTIFIER . Additionally, NOTIFIER makes no performance guarantees for products or systems that conflict with any software other than the operating system and supported service packs.

Contact Technical Support (8am to 6pm AEST)
Australia: 1800 220 345
New Zealand: 0800 220 345
Email: HBTPacificFireSupport@honeywell.com

For More Information
www.notifier.com.au

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