



**LTS**

**LIFETIME  
TECHNICAL SUPPORT**





# Clevertronics Emergency & Exit Lighting Systems

“Lifetime Technical Support”  
– Service Delivery Program

## Our Story

For over 20 years, Clevertronics has been leading the Emergency & Exit Lighting market across ANZ through our unrelenting Commitment to Research & Development, Innovation and an enduring Customer Support philosophy. Be it Lithium Nanophosphate® L10 battery technology, Clevertest Plus or our latest and most powerful monitored system Zoneworks XT HIVE, Clevertronics remains the trusted partner of choice for Emergency & Exit lighting solutions.

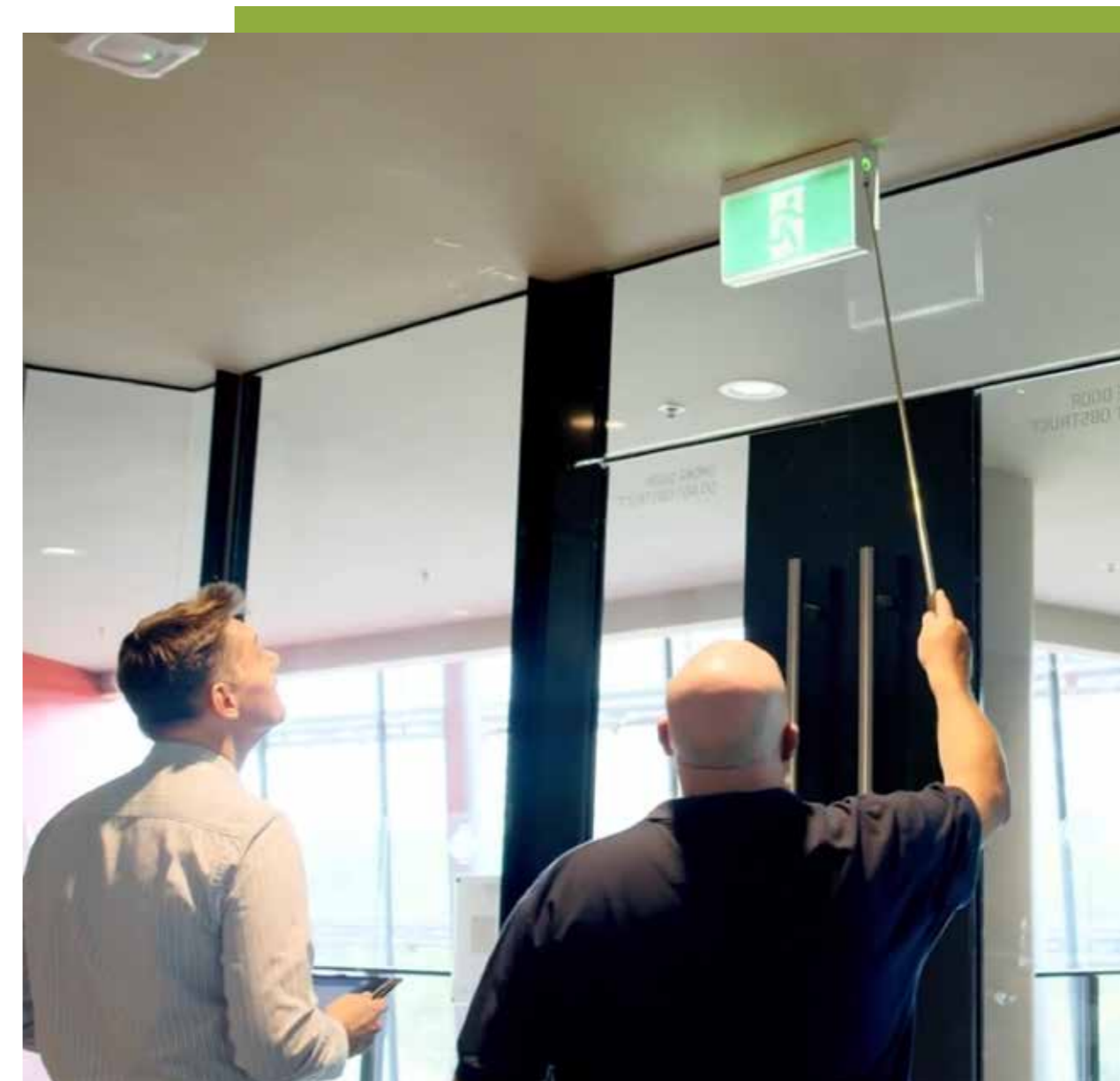
## Our Philosophy

Many Emergency & Lighting companies finish their involvement on your project once the System has been supplied or commissioned, that's just not the Clevertronics way. We know that on-going support is essential to contractors and building owners, that is why we developed “Lifetime Technical Support” for the life of your system. Today Clevertronics has over 1100 active monitored systems operating throughout building assets in both Australia and New Zealand, from our first generation Zoneworks LW, to Zoneworks XT and now our latest RF Zoneworks XT HIVE, each and every system is backed and supported by our dedicated services team for “Life,” this is our commitment!



## Lifetime Technical Support

With the Zoneworks Monitored Emergency & Exit lighting system platform, Clevertronics offers complimentary support through our Lifetime Technical Support (LTS) program. This service is designed to help Building Owners, Maintenance Contractors and Facilities Managers ensure the on-going health of the system for “Life.”



# Our Service



## 1. System Health Checks

Our technical experts support the day to day management of your Monitored E&E Lighting System through:

- On request system status review via client provided remote system access to ensure system health
- Post Compliance Test support including annotation of test results and preparing maintenance plans

## 2. System Optimisation

At Clevertronics we understand that you cannot set and forget your Emergency & Exit Lighting System. Buildings and building infrastructure undergo everything from minor maintenance and refits, to significant refurbishments or additions during the life cycle of the system. Our technical support team is with you every step of the way:

- Contractor support for maintenance or expansion of your monitored system
- Commissioning support for additional fittings
- Support to ensure your system adapts to your changing needs and is fully optimised to meet your ongoing testing and compliance regimes

## 3. Training

We understand the need for ongoing training, to support regulatory testing and compliance regimes of our valued partners, that is why Clevertronics through our Lifetime Technical Support program offer unlimited system training and support for "Life":

- New site contractors or Facilities Manager system training
- Refresher courses
- Online User Manuals

## 4. Software Support

Clevertronics continue to evolve and develop our software platform for our Monitored Emergency & Exit lighting systems to meet changing regulatory and compliance requirements; and enhance user experience and functionality:

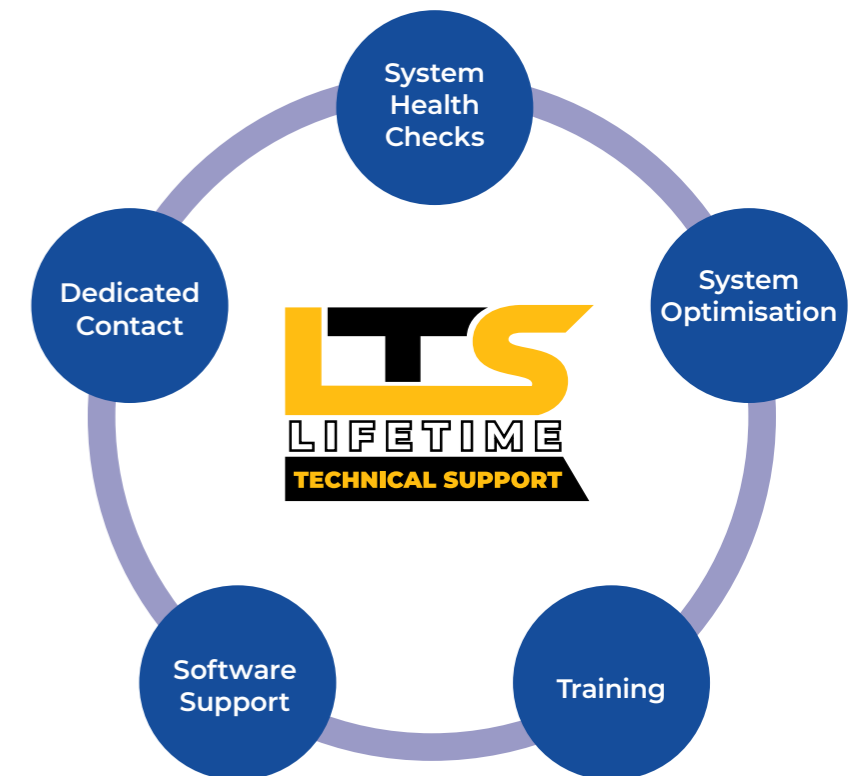
- All software updates are at ZERO cost and fully supported by our Lifetime Technical Support technical services team for life
- Remote software update support

## 5. Dedicated Point of Contact

The Lifetime Technical Support program is backed by a dedicated team of Clevertronics technical experts and support personnel. Every customer, every site has a dedicated point of contact, not a call centre. Once your system is out of the DLP period your local Clevertronics "Lifetime Technical Support" customer service representative is available to support the site contractor or facilities manager with system operation.

- Dedicated point of contact
- No call Centre
- Clevertronics trained and employed experts

## 6. Lifetime Technical Support – The Clevertronics Difference



**Victoria**

1 Caribbean Drive  
Scoresby VIC 3179  
Phone: +61 3 9559 2700  
Fax: +61 3 9559 2799

**New South Wales**

9 Distribution Place  
Seven Hills NSW 2147  
Phone: +61 2 8805 6400  
Fax: +61 2 8805 6444

**Queensland**

1/140 Wecker Road  
Mansfield QLD 4122  
Phone: +61 7 3442 9700  
Fax: +61 7 3442 9777

**Western Australia**

12 Milly Court  
Malaga WA 6090  
Phone: +61 8 9207 0000  
Fax: +61 8 9248 3725

**South Australia**

Unit 1/136 Mooringe Ave  
North Plympton SA 5037  
Phone: +61 8 8301 8800  
Fax: +61 8 8351 8286

**Auckland**

Unit 22/761 Great South Road  
Penrose Auckland 1061  
Phone: +64 800 548 448

**Christchurch**

163C Wordsworth Street  
Sydenham Christchurch 8023  
Phone: +64 092 224 635

[clevertronics.com.au](http://clevertronics.com.au)  
[clevertronics.co.nz](http://clevertronics.co.nz)