



 **LIFETIME**
TECHNICAL SUPPORT



Clevertronics Emergency & Exit Lighting Systems

“Lifetime Technical Support”
– Service Delivery Program

Our Story

For more than 20 years, Clevertronics has been a leader in the Emergency and Exit Lighting market across Australia and New Zealand. Our success is rooted in our unwavering commitment to research and development, innovation and a strong customer support philosophy. From our Lithium Nanophosphate® L10 battery technology to Clevertest Plus and our most advanced monitored system - Zoneworks HIVE, Clevertronics continues to be the trusted partner for Emergency and Exit lighting solutions.

Our Philosophy

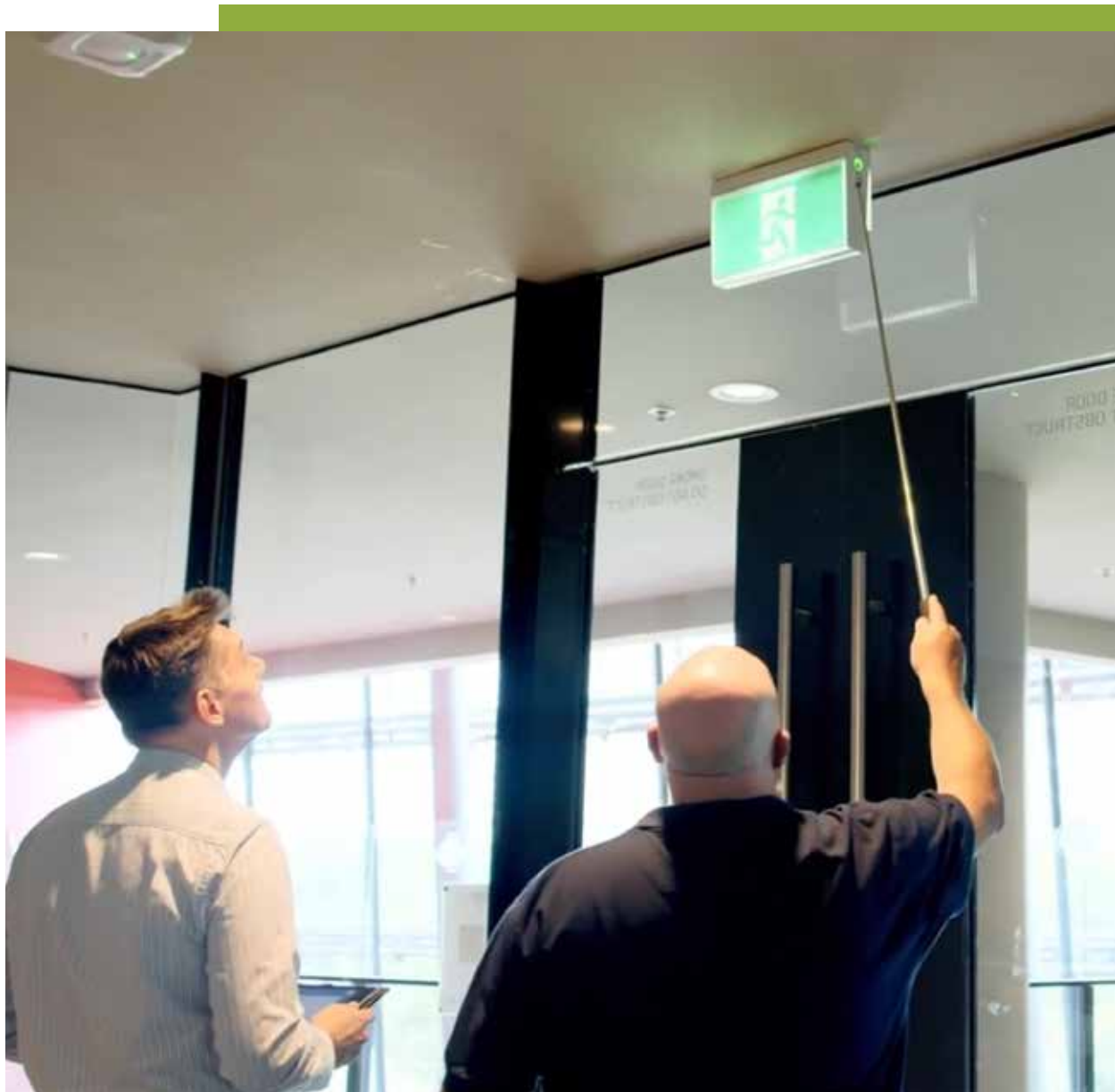
Many Emergency & Lighting companies finish their involvement on your project once the system has been supplied or commissioned, that's just not the Clevertronics way. We know that on-going support is essential to contractors and building owners, that is why we developed “Lifetime Technical Support” for the life of your system. Today Clevertronics has over 4000 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 Zoneworks HIVE, each and every system is backed and supported by our dedicated services team for “Life,” this is our commitment!





Lifetime Technical Support

Clevertronics provides complimentary support for the Zoneworks HIVE Monitored Emergency and Exit Lighting System through our Lifetime Technical Support (LTS) program. This service is designed to assist Building Owners, Maintenance Contractors and Facilities Managers in maintaining the ongoing health of the system throughout its lifespan.



Our Service



1. System Health Checks

Our technical experts assist with the daily management of your monitored Emergency & Exit (E&E) Lighting System by providing the following services:

- By request - System status review via client provided remote system access to ensure system health
- Post Compliance Test - Support that includes annotation of test results and preparation of maintenance plans

2. System Optimisation

At Clevertronics, we recognise that an Emergency and Exit Lighting System requires ongoing attention rather than a set-and-forget approach. Throughout the life cycle of the system, buildings and their infrastructures may undergo everything from minor maintenance and updates to significant refurbishments or expansions. Our technical support team is here to assist you at every stage:

- Contractor support for maintenance or expansion of your monitored system
- Commissioning support for additional fittings
- Ensuring that your system adapts to your evolving needs and is fully optimised to meet your ongoing testing and compliance requirements.



3. Training

We recognise the importance of ongoing training to support our valued partners' regulatory testing and compliance requirements. That is why Clevertronics - through the Lifetime Technical Support program, offers unlimited system training and support for the duration of the system's life.

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

4. Software Support

Clevertronics continues to evolve and develop our software platform for Monitored Emergency and Exit lighting systems to meet changing regulatory and compliance requirements, while enhancing 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 supported by a dedicated team of technical experts and support personnel at Clevertronics. Every customer and every site has a specific point of contact rather than relying on a call center. Once your system has moved out of the DLP period, your local Clevertronics “Lifetime Technical Support” representative will be available to assist 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



Australia: Call 1300 ZWHIVE (1300 99 4483)

Email: itsau@clevertronics.com.au

NZ: Call 0800 548 448

Email: itsnz@clevertronics.co.nz

clevertronics.com.au
clevertronics.co.nz