



Metasys[®] Monitoring Subscription Service

COVID-19 Emergency Customer Support Package

ONE YEAR FREE with this emergency response offer

Johnson Controls is committed to supporting our customers during these unprecedented times. To allow you to focus on your critical business needs during the current COVID-19 crisis, we are offering Remote Monitoring Services for your Building Automation System (BAS) at no charge for one year.

Available immediately to our Metasys system customers, this no-risk, no-commitment offer enables you to take advantage of the skills and expertise of the Johnson Controls award-winning Remote Operating Center (ROC) team. We will monitor your critical points so you can focus on other business and facilities needs. This offer includes:

Initial set-up: Configuration of the secure connection from your site to the Johnson Controls Remote Operations Center

Monitoring services: Monitoring of the health, status, and overall functionality of 20 Metasys system points

Notification services: Our experts will notify you via email/text/phone within 10 minutes, 365/24/7

Monthly summaries: You will receive monthly alarm notification reports

Optional, add-on services available for a fee include:

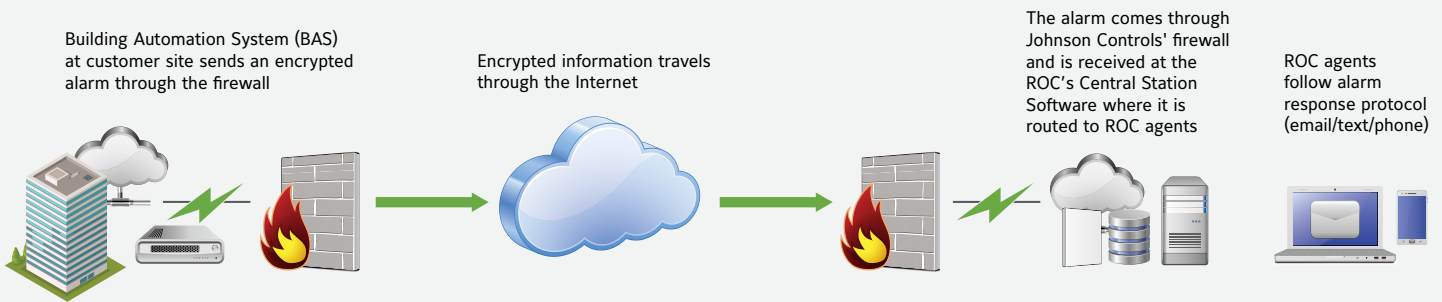
- Monitoring of additional points
- Troubleshooting and recommendations to resolve monitored alarms
- Work order creation and dispatch to your facilities team, the local Johnson Controls Branch Service team, or a third party

Tailor the service to meet your organization's needs. Mission-critical points we monitor for other customers include:

- Critical status changes for a chilled water system
- Humidity readings for critical areas
- High and low set-points for important locations
- Discharge temperature of air-handling unit
- Temperature in freezers and coolers
- Static pressure of fume hood exhaust systems
- After-hours alarms for critical chiller or boiler systems

HOW THE METASYS MONITORING SUBSCRIPTION SERVICE WORKS

To ensure maximum security for your organization, all system communication is strictly outbound from your site to the Johnson Controls Remote Operations Center (ROC).



Experience the peace of mind that comes with a proactive approach

The *Metasys* Monitoring Subscription Service acts as an early detection system, enabling a rapid response to equipment

What cost would your department and organization pay if a critical system failed?

issues. With experts on the ROC team monitoring your most critical points, you will reduce the risk of equipment failure, costly business operation interruptions and downtime.

The service saves money, too, by prioritizing maintenance. When equipment is in peak condition, operating and energy costs are reduced. Further, these benefits are achieved without the expense or burden of hiring additional full-time staff.

Trust the skilled ROC professionals to provide extra protection for your most critical systems. And take advantage of this special introductory offer to enjoy all these benefits free of charge for an entire year.

Contact us at 800-753-4524. Select Option 2 for more information.

Offer applicable for Metasys systems at release 8.1 or higher.

About the Remote Operations Center

The Johnson Controls Remote Operations Center (ROC) is located in Milwaukee, Wisconsin at the Building Technology & Service headquarters. The ROC has been servicing over 5000 commercial sites and responding to over a million alarms per year for nearly 25 years.

The center has earned multiple regulatory certifications and peer awards including UL 827 and 1981, Factory Mutual 3011, TMA 5 Diamond Certified, and ISO Client Compliance.

The staff of specialists includes building automation system and HVAC technicians, facility operating engineers, and the Remote Operations Center technology team.

The ROC offers multiple and custom levels of remote services including monitoring, troubleshooting, and resolution of HVAC building operation issues, security and fire systems, and elevators, along with additional custom offerings such as public-private partnership call center services.



ABOUT JOHNSON CONTROLS BUILDING TECHNOLOGIES & SOLUTIONS

Johnson Controls Building Technologies & Solutions is making the world safer, smarter and more sustainable – one building at a time. Our technology portfolio integrates every aspect of a building – whether security systems, energy management, fire protection or HVACR – to ensure that we exceed customer expectations at all times. We operate in more than 150 countries through our unmatched network of branches and distribution channels, helping building owners, operators, engineers and contractors enhance the full lifecycle of any facility. Our arsenal of brands includes some of the most trusted names in the industry, such as Tyco®, YORK®, *Metasys*®, Ruskin®, Titus®, Frick®, PENN®, Sabroe®, Simplex® and Grinnell®. For more information, visit www.johnsoncontrols.com or follow @johnsoncontrols on Twitter.

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