

## Maintenance ONLITE

### Maintenance agreements for your emergency lighting

The table shows all services and privileges provided by Zumtobel in the context of ONLITE Maintenance Gold and ONLITE Maintenance Silver at a glance. The scope of ONLITE Maintenance is based on the emergency lighting standards laid down in EN 50172 as well as other specific standards applicable in individual countries, completed by services relevant for the maintenance of emergency lighting systems. All services as well as the number of appointments and hours specified apply to a period of one year. For detailed terms, please refer to the ONLITE Maintenance agreement information on our web page.

#### Gold ONLITE Maintenance

In addition to the annual emergency lighting system check in compliance with relevant standards, the Gold ONLITE Maintenance agreement includes checking of all your emergency and escape-sign luminaires. Other benefits are discounts on spare parts and system training courses.

#### Silver ONLITE Maintenance

With Maintenance ONLITE Silver you may rest assured that the prescribed annual tests of your emergency lighting system are performed in compliance with all relevant standards. Regular checks may avert expensive follow-up costs.

MAINTENANCE ONLITE	Gold	Silver
SB128 eBox, CPS, LPS Subitems for checking of luminaires on site (applicable to Gold package only)	Art. no. 22 068 090 Art. no. 22 068 091	Art. no. 22 068 088 Art. no. 22 068 089
<b>Services provided</b>		
Direct access to local Zumtobel hotline	•	•
Exclusive access to product-related knowledge base	•	•
Zumtobel service record with log file	•	•
Priorities of handling	•	•
<b>Compliance with legal provisions and preventive services</b>		
Proactive scheduling of annual maintenance	•	•
Annual maintenance of control centre	•	•
Visual check of emergency luminaires incl. documentation	•	
<b>Privileges</b>		
Special terms for Zumtobel spare parts <sup>a)</sup>	•	
Special terms on standard hourly rates and travel costs	•	

• Indicates that the service is included in the agreement according to its scope.

a) Discount on defined spare parts, excluding wearing parts (batteries, etc.) as well as customised parts and/or products

Upon request and as agreed with the customer, repair of any defects that is possible at the customer's premises can be carried out at the preferential rate specified in this agreement. It is the customer's duty to make sure that the warranty and guarantee conditions of fitters or other third parties are not violated by the maintenance or repair work carried out. Any hardware costs are not included in this offer and will be billed separately.

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MAINTENANCE ONLITE	Gold	Silver
<b>Compliance with legal provisions and preventive maintenance</b>		
Running the function test	•	•
Running the annual system test	•	•
Checking and testing the switching logics	•	•
Software updates, if required	•	•
Backup of data and settings	•	•
Maintaining Zumtobel system documentation, if required	•	•
Analysis and initiation of repair measures	•	•
Keeping the service record	•	•
Signed test certificate	•	•
Instruction to system operator	•	•
Checking marked escape routes	•	
<b>Additional measures for eBox, CPS and LPS</b>		
Visual check of ventilation holes and air vents	•	•
Measuring and logging of ambient temperatures	•	•
Checking battery pole connections	•	•
Measuring and logging of specific battery values	•	•
Calibration of output circuits	•	•
<b>Visual check of emergency luminaires incl. documentation</b>		
Functional check of emergency and escape-sign luminaires	•	
Check for mechanical damage	•	
Checking emergency and escape-sign luminaires for completeness and place of installation (acc. to system documentation )	•	
Checking emergency and escape-sign luminaires for visibility and escape direction (acc. to system documentation)	•	