

OEM-CERTIFIED SERVICE & OPERATOR TRAINING



Service training offerings are designed to help our service partners understand Armstrong's Design Envelope solutions and best practices for an effective equipment selection, installation, start-up, service and maintenance. The application of these best practices ensures equipment operates properly and performs optimally while in the field. This prolongs equipment life, and ensures proper application of the equipment features and overall customer satisfaction.

WHAT'S INCLUDED:

Product-specific setup, commissioning and troubleshooting practices

Hands-on activities with real-life scenarios

Required software, firmware, procedures and documentation

Advanced connectivity activities, access to performance management platform with remote access for support in your area

Armstrong Service Provider Certification when program completed

Access to online on demand modules

On-site product operation, control and basic troubleshooting for end users [Operator Training]



BENEFITS IN THE DIFFERENT STAGES OF THE BUILDING LIFECYCLE:

SPECIFICATION

Eliminate energy gap between designed and achieved performance

Asset and system operations are aligned with design intent

Transparency to asset and system performance

Validate future designs to reduce risks

CONSTRUCTION

Build customer confidence. Work done right the first time.

Reduce warranty cost by 3% through 1-year extended warranty

Troubleshoot faster and minimize call-backs as well as time spent travelling back to site

Save up to 15% service cost

Demonstrate proof of job completion with digital forms.

COMMISSIONING

Full energy optimization from day one

Demonstrate credibility on equipment performance before building hand-over

Adjust equipment to actual system conditions

Ensures equipment is set to work in optimal conditions.

OPERATION & MAINTENANCE

Product knowledge allows operators to make informed decisions on how to run the asset and maximize its useful life

Ensure persistence in energy and maintenance savings

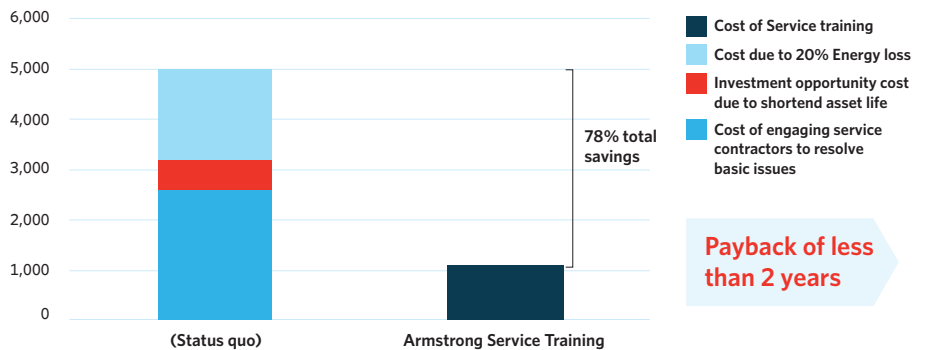
Gain access to Performance Management platform for remote analysis, real-time warnings alarms and equipment load profile for troubleshooting purposes when applicable

Save up to 20% in energy and up to 27% in maintenance with proper operation of equipment

Reduce instances of multiple service calls for minor adjustments

Extend asset life by at least 3 years

Standard Approach versus Purchasing Armstrong Training



Additional savings

- Building owner peace of mind
- Occupant comfort & retention
- Reduce delays in waiting for service person to resolve simple issues and downtime

