



SAUTER services

Maintenance of value and reliability of specialists.



Systems

Components

Services

Facility Management

Make sure you take advantage of the experience and far-sightedness of SAUTER in your building.

They say the difference lies in the detail. But we see things differently. Because only those who think comprehensively and let experience be reflected in far-sightedness can work in depth and with precision. Customers experience this philosophy in all SAUTER products and systems. It is their proficiency in problem-solving that has for decades set the hearts of our staff beating for buildings of all types. This passion is the best qualification for being the ideal service provider, even after the commissioning of a building automation system – irrespective of the manufacturer. Accompanied by all of our practical knowledge and proven innovation. Discover this decisive and, above all, distinctive competitive edge offered by our far-reaching way of thinking – down to the finest detail if you wish.



Product quality opens doors.
Quality of service lends a building
and its installations long-term value.

More efficiency, less energy, consistent services.

Anyone constructing or operating a building is interested in achieving maximum efficiency. This applies in equal measure to energy, personal and, of course, economic efficiency. In many years of customer relations, we have proved day in, day out and at all levels of building management that SAUTER is the right partner for achieving this objective. Our consistent and personal customer care creates what is necessary for successful co-operation: trust in a genuine partnership, customised performance and a high level of flexibility for individual customer requests.

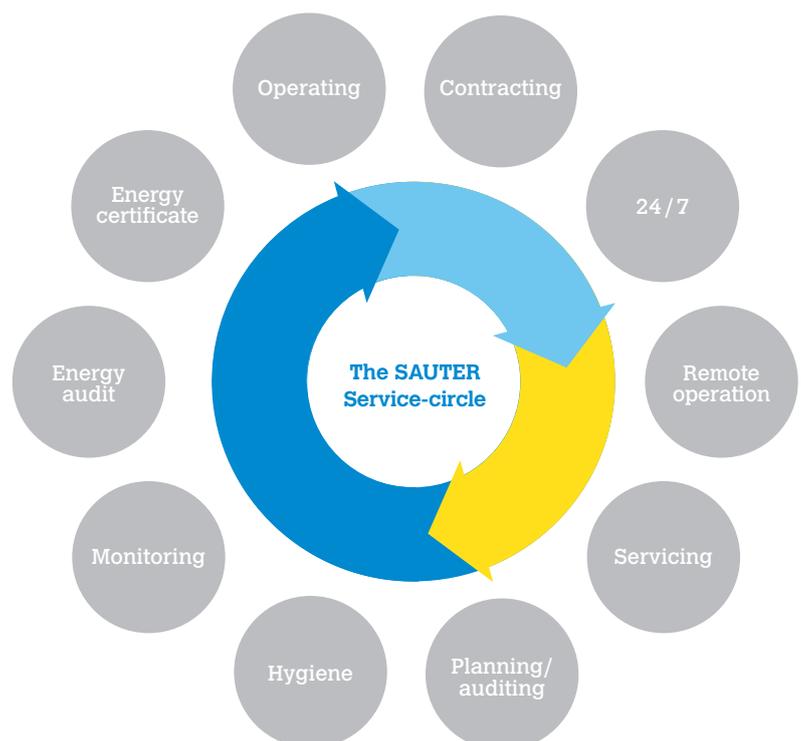
Where buildings live, people act and technology **has to operate perfectly,** SAUTER is the right partner.

You can depend on operating reliability right from the start – with SAUTER.

To be able to ensure reliability according to current standards and to maintain value, constant monitoring by proficient service personnel is essential. The same applies to systems that are working perfectly. By servicing on a regular basis, you enhance the reliability of your installation; by making adjustments to optimise your system, you enhance efficiency. Should problems arise in spite of this, should your technical personnel have questions or if you need spare parts, we are there when you need us. For all of this and much more besides, we are at your disposal twenty-four hours a day, seven days a week.

Our guarantee for you:

1. SAUTER will increase the operating reliability of your installation, create greater system availability and long-lasting value..
2. SAUTER will quickly have experienced service engineers and/or consultants on site to solve any problems.
3. SAUTER uses every potential for saving energy and, therefore, reduces running costs and follow-up costs.
4. SAUTER anticipates hazards and, whenever you need us, acts as your first-aid service in extreme cases.







A building requires a unique kind of service unlike any other.

SAUTER's comprehensive service modules show at first glance that we have aligned ourselves with the heterogeneous requirements of our customers and their installations. You can only be that versatile if you are familiar with all the necessary measures, all the possible incidents and all the conceivable problems. Several decades' worth of experience from research and development, operations, training and documentation has gone into setting up our range of services. We are constantly expanding or breaking down our service modules and, therefore, we set the standards in our sector of industry. We redefine individuality.

SAUTER service modules for customised solutions:

Maintenance	Servicing
Troubleshooting	Fault rectification
Spare parts	Spare parts included
Remote services	Service help-desk
Renewal of the installation	Refurbishment
Documentation / Training	Planning & auditing of servicing schedules
Operation efficiency of the installation	Inspection
Energy management	Energy certificate

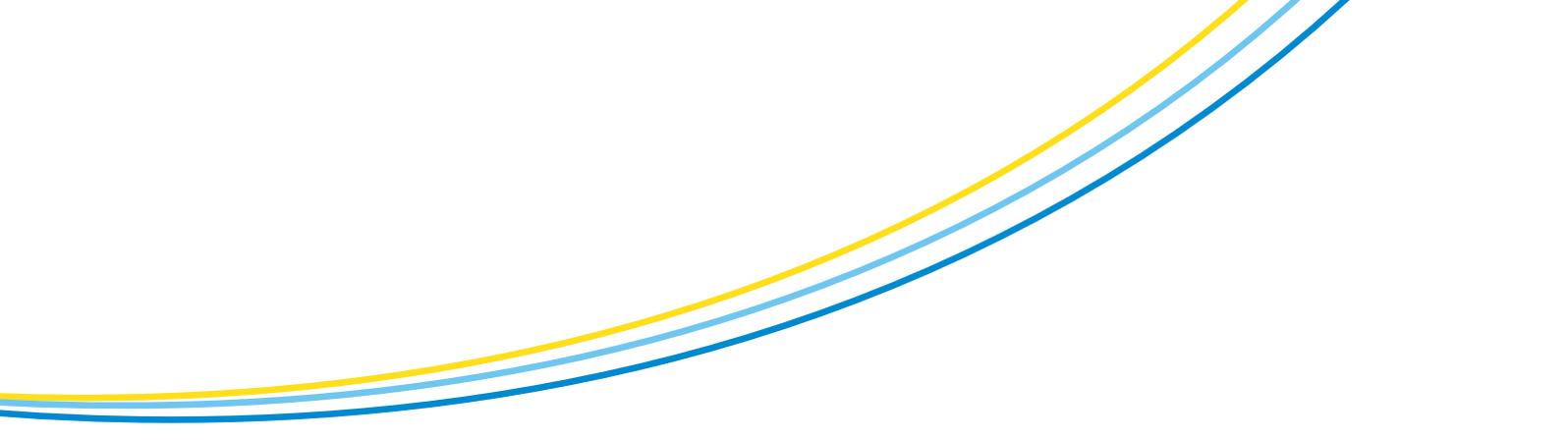
Wherever the customer takes centre stage, then **individual wishes** go without saying: SAUTER's range of services.

We advise, you decide.

We don't leave you to make your decisions alone. As a developer and producer of components and systems, we know what your installation needs in order to provide reliable, long-term service. But also what the people have to know in order to operate it. So, as a fair and loyal partner, we can advise you about the optimal make-up of your individual service package.

24 h - Service

Software servicing	Repairs	Warranty extension	
Duty technician	Response time		
Spare parts in reserve	Framework agreement		
Remote monitoring	Remote operation		
Software updates & maintenance	Technology upgrade	Leasing	
Documentation updates	On-the-job training	Training	
Hygiene inspection	Economic feasibility study	Sustainability analysis	Thermography
Monitoring	Contracting		



Where each service offers long-term benefits for you: a brief overview of SAUTER **service modules**.

Maintenance and repairs with SAUTER:

We manage service work on complex installations and software according to schedule, by analysing the actual status and by rectifying faults.

Your benefit: consistent efficiency at all levels.

Troubleshooting with SAUTER:

We accept your error messages immediately and proficiently or record them ourselves and remedy the faults without delay. Our technicians and the necessary equipment are always available within the specified reaction time.

Your benefit: shorter standstill periods and maintenance of comfort.

Spare parts from SAUTER:

We immediately supply all the necessary original SAUTER spare parts that can be held in our object-specific stores.

Your benefit: rapid procurement of spares and short downtime.

Remote services from SAUTER:

Whether remote help or complete maintenance, we react, co-ordinate and rectify in the shortest possible time.

Your benefit: highest levels of reliability and availability.

System renewal with SAUTER:

We can refurbish your system and update your software step-by-step. Needless to say, we can also offer you support with the necessary financial planning.

Your benefit: state-of-the-art technology.

Documentation and training sessions with SAUTER:

Bundling up know-how and passing it on. We gather together all existing documentation, expand it and keep it permanently up-to-date. Just like your know-how. In our own training centres or on site, on actual systems or software, functional or technical – we explain, instruct, train and advise.

Your benefit: rapid fault rectification and optimal management of installations by your own personnel.

Cost effective installations with SAUTER:

We carry out analyses on all system components, evaluate the cost-effectiveness of installations and offer you worthwhile outline service agreements.

Your benefit: taking advantage of all potential for savings.

Energy management by SAUTER:

We look after your building according to SAUTER ECO¹⁰-competence, display, compare and reduce your energy consumption. We support and advise you on the measures resulting from the energy performance analysis.

Your benefit: lowering energy costs and making a contribution towards environmental protection.





Wherever living spaces
experience genuine energy optimisation,
more space for living is created.

At SAUTER, service has a second name: efficiency.

For many years, SAUTER has been researching maximum energy efficiency – and with great success! Because, wherever our energy consultants are involved, double benefits result. Firstly: our customers reduce operating costs and, therefore, have more financial leeway to implement other projects. Secondly: buildings that have undergone our energy optimisation programme reduce their CO₂ emissions significantly and provide more air to breathe in natural living spaces. In this way, our responsibility to our customers is combined with that to all living things, with a result that our customers, public authorities and, last but not least, our staff members really appreciate.

Energy management carried out with SAUTER – step by step.

Our philosophy embraces a responsibility to our climate and optimal cost-effectiveness for our customers. ECO¹⁰ from SAUTER is the way to reach the goals associated with that. In ten steps, taken together with our customers, we work out measures for each point during the life cycle of a building. Our entire problem-solving expertise – from individual components to service provision – is applied to this programme.

Service modules make an important contribution to the implementation of the ten-point programme for reducing energy consumption: **SAUTER ECO¹⁰**



All products in the SAUTER services range form an important basis for the implementation of SAUTER ECO¹⁰:

1. We centralise and visualise the information relevant to energy on an ongoing basis using the latest technologies.

SAUTER Services

2. We subject your consumption to a critical comparison with relevant internal and external benchmarks.

Constant monitoring of energy-related data/Your own database with energy performance figures for heating, cooling and electricity from a large number of reference objects/Extensive experience and expertise create the most demanding SAUTER benchmarks/SAUTER specialist personnel and energy consultants define realistic objectives working together with you.



SAUTER Services

3. We compile a tailor-made energy concept, whilst taking into consideration the overall costs in the building's life cycle.

Experience in many tried-and-tested, individual concepts/SAUTER energy consultants introduce tailor-made measures and monitor them until the objectives are achieved/Expertise even in the case of complex energy generation systems.



4. We show you possible applications for renewable energy sources from ecological and economic perspectives.

5. We drastically reduce emissions and, therefore, secure your long-term contribution to the protection of our living spaces.

6. We rely on our groundbreaking, certified products and solutions.

7. We network activity by all trades and rely on our open, integrated and flexible room and building automation systems.

8. We harmonise the technologies of the building shell, building automation and plant engineering.

SAUTER Services

9. We help your users to make their behaviour more energy-conscious.

Awareness-building in the case of users, tenants and operators/Training in energy efficiency, environmental protection and dealing with building automation in an energy-saving manner/Training in the use of room control equipment for optimal energy control.

10. We make sure that you lower your operating costs.

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70010970003 V4

SAUTER HeadOffice

Fr. Sauter AG · Im Surinam 55 · CH-4016 Basel
Fon +41 (0) 61 69 55-555 · Fax +41 (0) 61 69 55-510
info@sauter-controls.com · www.sauter-controls.com
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