

A service contract forms a sound basis for optimising cost-efficiency and preserving value.

A service contract gives building operators the certainty that their plants will be looked after with the best specialist expertise. Modern building management systems have become so complex and heavily dependent on IT that the operator's own technical service staff can rarely understand and master the full extent of the technology. Our interview with Urs Achermann, Service Manager at Sauter Building Control Schweiz AG, clarified these points as well as some other aspects of service.

In-depth system knowledge is required merely to recognise how efficiently a plant is functioning and what potential for optimisation it offers. This is often essential to enable functional improvements affecting both the economics and the ecology of building operation, making it possible to conform to the increasingly large numbers of regulations. Some operators have suitably skilled staff (who have often benefited from basic and advanced training by Sauter), but this is not generally the case.

Constant support means manageable investments

Many operators already realise the need for professional services when the plant is being built. Others realise only after it has been in operation for perhaps four or five years that their system needs a major inspection. The basic rule is: the earlier that specialist support is ensured – and the more constant it is – the more manageable and acceptable the investments will be, because they are spread year for year over a longer period. However, if an installation needs a major inspection and perhaps an overhaul after several years without support, the investment will be that much greater.

As a rule, Sauter's service technicians inspect each installation in detail at least once a year. If potential for optimisation

is found, the customer receives a cost/benefit analysis so he can decide whether he wants to make the relevant adaptations at this point in time.

For major plant renovations, customers can obtain pre-financing from Sauter, followed by a service contract which ensures optimal support for their installation in the future.

Optimal cost-to-benefit ratio in the long term

The requirement for services is clarified in detailed discussions during the run-up to signing a contract. Key factors include the nature and condition of the installation as well as the operator's technical and human resources. Ultimately, we are able to present a contract that is tailored to the customer's needs and priorities, guaranteeing him the best possible cost-to-benefit ratio.

A service contract usually has an initial term of two or three years and is extended thereafter on a yearly basis, unless it is terminated at the end of a year (with a three-month notice period). Some Sauter service contracts have been running for 10 or 15 years – clear evidence of the benefits that customers enjoy from them.

Our customers are also highly appreciative of the great personal commitment shown by our excellently qualified staff as they take care of the installations, and



In the ABN-Amro Bank in Amsterdam, an EY3600 system handles extensive control tasks. Smooth operation is guaranteed thanks to an in-house technical maintenance team coupled with Sauter's 24-hour stand-by service.



The Tinguely Museum in Basle is dedicated to renowned iron sculptor Jean Tinguely (1925 - 1991) and is controlled by a Sauter EY2400 system that has operated virtually without faults for a good ten years – thanks to regular maintenance by Sauter.



Galeria Krakowska is the largest shopping centre in Cracow, Poland; Sauter Slovakia installed the building automation system, so the same firm was entrusted with the maintenance, which includes one minor and one major service each year.

attend to our customers' concerns. Our contractual partners' interests, wishes and feelings are just as important to us as the technical aspects.

The Tinguely Museum in Basle

The operator of this museum, which is dedicated to the renowned Swiss iron sculptor Jean Tinguely, took out a service contract with Sauter about ten years ago when his plant was installed with the EY2400 system. As well as daily checks

14,000 servo motors for the air-conditioning plants, 2,500 window blind drives and dozens of operating elements. This means that the LON platform and the database are subject to heavy loads.

A foresighted approach to maintenance ensures that the system functions smoothly. In the service contract, it was agreed that central components would be replaced automatically as required and in the event of new releases and technology updates. Day-to-day adjustments and rou-

The service contract covers one minor service (software maintenance and visual inspection of the motor control centres) and one major service for software and hardware, including peripherals and an inspection of the MCCs. Each of the two services is carried out once per year. All work undertaken is accurately logged and any repairs are noted in the maintenance report.

The contract also specifies a stand-by service with a 24-hour response time.

"Technology should be a means to an end so that returns on a property can be guaranteed in the long term."

Bertram Schmitz

carried out by the museum's technical staff, the installation is inspected twice a year by Sauter and has operated without problems ever since it was commissioned. The contract also includes dealing with unforeseen incidents, although hardly any have occurred to date.

ABN-Amro Bank, Amsterdam

ABN-Amro is equipped with an EY3600 system with DDC controllers and local *ecos* controllers in conjunction with LON. The figures show the scope and performance of the system: 1,850 local controllers,

tine tasks are carried out by the in-house service, but Sauter is on stand-by to tackle more complex tasks – 24 hours a day.

Galeria Krakowska in Cracow

The operator explicitly wanted the plant manufacturer – Sauter Slovakia in this case – to be in charge of maintenance as well. Sauter's system technology in the Galeria Krakowska regulates the ventilation, heating, cooling, firefighting and smoke-extraction systems, as well as controlling the lighting and monitoring the building's technical and electrical installations.

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