



YOUR TRUSTED
SECURITY
ADVISOR

OFFICE LOCATIONS:

**Seattle, WA
(Headquarters)**
(206) 284-3553

Spokane, WA
(509) 892-1671

Portland, OR
(503) 639-9988

Bend, OR
(800) 547-9988

Eugene, OR
(800) 547-9988

**Rushville, IN
(National Accounts)**
(888) 284-3553

www.aronsonsecurity.com

REQUESTING SERVICE:

ASG maintains relationships with other best-in-class integrators throughout the world, allowing us to support your service needs 24 hours a day, 7 days a week, anywhere your critical facilities are located.

With a single call to ASG, you can be sure that you will receive the type of support you need, when and where you need it.

Both Proactive and Emergency Service can be requested by contacting our Customer Care team at the office nearest you.

Security is Knowing it Works

When first installed, your security system ran perfectly. Your system was fully tested, your staff fully trained. What about now? What about five years from now? As your staff changes, your business grows, and your systems are updated and improved, how do you know that this critical part of your business remains stable and secure?

As your Trusted Security Advisor, ASG offers a range of service options to support your unique security system. As part of our Path to Value, we will guide you through the process of identifying your security maintenance needs and creating a customized, proactive plan to ensure those needs are met. Based on industry best practices, we've developed a series of Peak Performance Plans that encompass a strong service baseline and can be used on their own or customized with the addition of any of our stand alone service options to create the perfect proactive maintenance plan for your security system.

But even with a proactive service program in place, emergencies do happen. That's why we provide factory-trained, experienced service technicians who are available 24 hours a day, 7 days a week, 365 days a year – when you need them, wherever you need them. Aren't you glad that you will never need to wonder if your system will work when you need it most? You'll know it will.

Peak Performance Plans

Bronze	<ul style="list-style-type: none"> Access to 24/7 Technical Support via phone Priority Service scheduling (over non-contract service) 	
Silver <i>(Ideal for low-use or hardware driven systems)</i>	<ul style="list-style-type: none"> Access to 24/7 Technical Support via phone Yearly test and inspection of each system device Yearly replacement of backup batteries 5% discount on Emergency Service Priority Service scheduling (over lower contract service) Critical parts replacement inventory Bar coded and online test reports 	
Gold <i>(Ideal for most security systems)</i>	<ul style="list-style-type: none"> Access to 24/7 Technical Support via phone Yearly test and inspection of each system device Yearly replacement of backup batteries Yearly system recertification 	<ul style="list-style-type: none"> 10% discount on Emergency Service Priority Service scheduling (over lower contract service) Critical parts replacement inventory Bar coded and online test reports 1 year of Software Support Agreement Yearly User and Administrator training
Platinum <i>(Ideal for highly technical or complex systems or systems in harsh environments)</i>	<ul style="list-style-type: none"> Access to 24/7 Technical Support via phone Twice yearly test and inspection of each system device Yearly replacement of backup batteries Yearly system recertification 15% discount on Emergency Service 	<ul style="list-style-type: none"> Priority Service scheduling (over lower contract service) Critical parts replacement inventory Bar coded and online test reports 1 year of Software Support Agreement Twice yearly User & Administrator training Twice yearly system software and database maintenance including system data, logs, and database archiving

Stand Alone Service Options

<ul style="list-style-type: none"> 24/7 Emergency Service Preventative maintenance System testing and inspection Online asset reporting and tracking Battery inspection and replacement Critical parts inventory 	<ul style="list-style-type: none"> User and Administrator training Software Support Agreements UL System Monitoring System Recertification System software and database maintenance
--	--