

Emergency lighting services



AT YOUR SERVICE!

Emergency lighting you can rely on: it is all about superior quality. Not only the quality of the product, but also that of the installation's startup and maintenance. In this context, ETAP can partner with you with its 'emergency lighting service package', to which we apply the highest quality standards, as we do for all our products. Since only the highest reliability will do for emergency lighting.

■ SAFETY ACROSS-THE-BOARD

Legislation and standards for emergency lighting installations are not limited to technical requirements imposed on luminaires and auxiliary equipment. European and national legislation also applies to the installation and startup of the equipment, which even imposes periodic testing and maintenance requirements on the installation. Our services will make it easier for you to comply with said legal requirements. Our checklists for the provision of the services include all checkpoints laid down by law and are specifically developed for ETAP installations.

■ YOUR RESPONSIBILITY IS OUR CONCERN

According to the law, a building's technical manager is responsible for the emergency lighting's proper operation, which not only involves the installation of the appropriate equipment, but also the correct and timely performance of the prescribed tests and maintenance. A service contract provides the perfect solution: we make sure that your installation remains operational in compliance with the standards. Follow-up of operation, inspections, maintenance and repairs, are all options available to you. You will of course be kept extensively informed of the status of your emergency lighting. And you can count on your building's guaranteed safety.



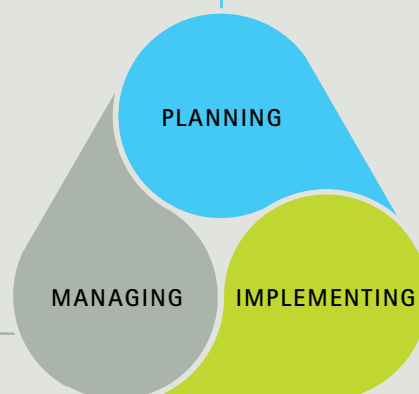
■ A RELIABLE SAVING

Legal requirements turn the design and upkeep of emergency lighting into a complex matter, which is labour-intensive and hence expensive. As a design studio, installer or end user you often do not have time for all these tasks. Opt for support by ETAP specialists and take their knowledge on board. Since we, as manufacturers, are most familiar with our products, we will always quickly provide you with a solution for the design, installation and maintenance of your emergency lighting. Preventive maintenance avoids expensive repairs and remote monitoring decreases the number of call-outs, thus cutting your costs without compromising safety.

■ OUR SERVICES

ETAP's services apply to all emergency lighting products: luminaires, ETAP Safety Manager (ESM) and central battery systems (EBS). The life cycle of an emergency lighting installation, from assembly to end-of-life, consists of three recurring steps. The services we provide, have taken their place in this cycle. You can see at a glance that ETAP provides excellent support during each stage of your installation's life cycle.

LIFE CYCLE SERVICES



The first step consists of the planning of a new installation. A design is created for the new emergency lighting installation on the basis of drawings or existing scenario, while ETAP provides you with the relevant advice.

Proper management of the emergency lighting installation guarantees reliable operation. ETAP supports you in this process with maintenance, support and backup services as well as fast repairs.

As soon as the design is defined, the required products are purchased, installed and started up. If necessary ETAP can step up the delivery of equipment or can carry out the startup for you.



■ ADVICE

A reliable safety plan is of vital importance to the users of every building. Together with you ETAP specialists can draw up such a plan for emergency lighting for your building, in compliance with standards and fire regulations. The following aspects are examined:

- Identification and discussion of potential alternatives
- Lighting study for escape routes in compliance with the standard
- Full emergency lighting plan, sketched in AutoCAD on top of your building plans

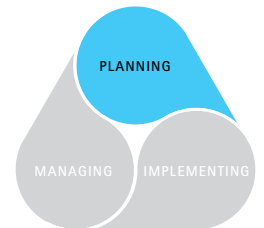
WHAT'S IN IT FOR YOU?

■ **Maximum safety**

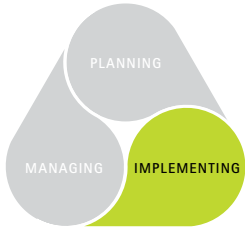
The emergency lighting plan drawn up by us satisfies all regulations and legal requirements.

■ **The price is right**

We also take into account the facility's installation and maintenance costs.



The ETAP Safety Manager (ESM) is a centralised control and monitoring system that helps you to monitor, manage and maintain your emergency lighting.



■ STARTUP

The ESM provides the option to centrally manage your emergency lighting installation. The safety of the installation and the accuracy of the reports are, however, only guaranteed if the ESM is configured correctly. The startup of the ETAP Safety Manager installations takes place as follows:

- Guidance during the collection of the necessary information
- Configuration of ESM database
- Startup* of ESM (including control, backup and reporting)
- Training of person in charge about use of ESM

** Not including installation of luminaires and wiring*

WHAT'S IN IT FOR YOU?

■ No waste of time

We guide you during the collection of all information required to make your ESM system operational: luminaire addresses, desired testing times, access rights and all other parameters.

■ Guaranteed smooth operation

As soon as the data is known and the database has been created, we will visit the site in order to start up the ESM installation. This guarantees that the ESM reflects the actual status of the installation, and that you will never be faced with unpleasant surprises.

■ We help you on your way

During the same housecall, we will also provide training about the day-to-day use of the ESM. In addition, you can rely on telephone support by our specialists during the implementation stage.

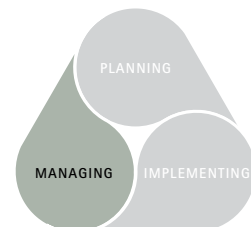


■ SUPPORT AND BACKUP

The internal ESM logbook records your installation's status in accordance with standard EN 50172. By keeping and following up on this logbook, we lay the foundation for the safe operation of your installation. Backup of the ETAP Safety Manager data and remote support consist of the following components:

- Weekly database backup*
- Remote monitoring* of installation
- Helpdesk during office hours

**Active Internet connection required*



WHAT'S IN IT FOR YOU?

■ Safeguarding your logbook

The backup on ETAP's servers contains all data involving the installation's status and configuration, which represents the guarantee that you meet your legal obligations with respect to keeping a logbook.

■ Problems with smooth solutions

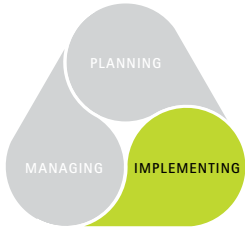
With ESM support, experts will be watching closely. Should problems arise, our specialists will contact you, in order to reach a solution together with you.

■ Telephone support

Should you have any questions, ETAP will be there to answer them. You can therefore take maximum advantage of the ESM options and make the most of your investment.



With the EBS range, ETAP offers central battery systems for emergency lighting, which are suitable for any type of construction project and satisfy all safety regulations as well as legal and functional requirements.



■ STARTUP

The professional startup of the EBS is an important condition for the cost-efficient installation of safe emergency lighting. Startup with reporting in accordance with EN 50172 includes the following points:

- Full configuration and testing of the EBS box at ETAP
- Startup* of the box installed by you, including check and backup
- EN 50172-compliant report referencing all completed activities
- Basic training for the person in charge in situ about the use of the installation

** Does not include installation of EBS box and laying/connection of wiring*

WHAT'S IN IT FOR YOU?

■ Shorter installation time

The installation of an EBS system takes less time on-site thanks to the pre-configuration at ETAP.

■ Demonstrable safety

The EN 50172-compliant callout report guarantees that the startup has been implemented in accordance with legal requirements.

■ Efficient use

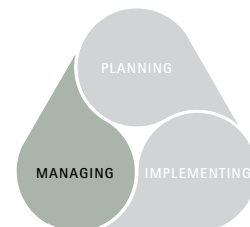
With the basic training you will be well aware of the features and operation of your EBS, ensuring optimal use of the system.



■ MAINTENANCE

EBS systems are the cornerstone of the emergency lighting installation they feed. Only periodic inspections of the system guarantee proper operation during emergencies. The ETAP maintenance contract in accordance with EN 50172 for EBS systems includes the following:

- Annual preventive maintenance by ETAP
- Functional inspection of the EBS box in accordance with checklist and configuration backup
- Includes minor repairs and materials
- EN 50172-compliant maintenance report
- In combination with ESM support and backup the installation is monitored in the interim



WHAT'S IN IT FOR YOU?

■ Carefree operation

Preventive maintenance of your emergency lighting installation is obligatory. As part of the maintenance contract we will contact you every year. We report extensively about every callout, enabling you to access the required information at all times.

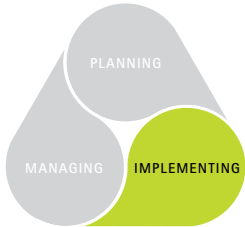
■ Preventing problems

Preventive maintenance avoids a lot of problems and expensive repairs. In addition, you will be provided with extra assurance about the proper operation of your EBS.

■ No unexpected costs

With normal maintenance you will not have to face further costs. We monitor the installation and are therefore able to plan major interventions with plenty of notice.





■ FAST ADDITIONAL DELIVERY

In larger projects quite a lot is likely to change during execution, which may lead to you needing a number of additional luminaires. The 'Fast additional delivery' service makes the quick delivery of standard luminaires possible. The following conditions apply:

- Delivery options:
 - Collection: 1 to 4 working days
 - Express: maximum 5 working days
 - Speed: maximum 10 working days
- All standard types of emergency lighting luminaires
- Maximum 10% of the original quantity ordered

WHAT'S IN IT FOR YOU?

■ Fast and flexible response

With expedited delivery you can respond flexibly should your customer or circumstances on-site so require. Thus not jeopardising your deadlines.



■ FAST REPLACEMENT

Should you notice a defect in a recent ETAP luminaire, you can use our 'Fast replacement' service. As a result you will immediately receive, after a request for repair, a functional equivalent mechanism for your luminaire. You can subsequently use it to replace the defective part, which you will return to ETAP for inspection. The cost of the service depends on the observed defect, and is therefore no more expensive than a regular repair. The following conditions apply to this service:

- Delivery options:
 - Collection: 1 to 4 working days
 - Express: maximum 5 working days
 - Speed: maximum 10 working days
- Normal warranty terms and conditions also apply to this service
- Only valid for electronics on standard luminaires produced after 1 October 2008 until one year after discontinuation of the luminaire
- The defective mechanism is returned within a month

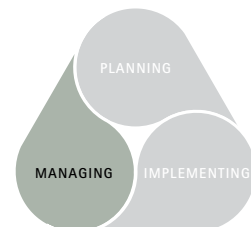
WHAT'S IN IT FOR YOU?

■ All in one go

When you receive the replacement mechanism, you can replace the defective part with the new mechanism in one go.

■ Guaranteed safety

In traditional repairs (when you send a defective appliance to ETAP for repair) the site of the defective emergency lighting luminaire sometimes remains empty for a long time, which is not really a safe scenario. With fast replacement your installation is always 100% safe.





Emergency lighting services A full range

- Advice
- Startup
- Maintenance
- Support and backup
- Fast additional delivery
- Fast replacement

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