AUTOMATION LINK
MONITORING

NEW ZEALAND SERVICE NETWORK

The *NZ Service Network* is the management and dispatch option for customers and partner service companies. To speed up service response times *Service New Zealand* can organise qualified service organisations to professionally respond to customer equipment problems. Alternatively the customer could contract directly with the service company and manage the service themselves.

SECURE LINK COMMUNICATIONS

The *Automation Link* alarm transport system is IP based and is designed to be continuously operating and able to pass building automation alarm messages instantly. With IP based systems, line interruption can also be detected immediately, ensuring the communications path is functioning 24/7.

INSTANT MESSAGING SYSTEM

Alarm New Zealand provides Alarm service agents and customers with an automatic message forwarding system either by *sms*, *email* or *paging*. Additional information can be obtained realtime via the free **AlarmNZ** web portal.

UNIVERSAL NETWORK ACCESS DEVICE

Full connectivity for legacy BMS equipment, new private Building Automation alarms and IP based systems is provided for by AlarmNZ's network access device (**NAD**) and central alarm data switching system.

In accordance with the NZ Security Association (**NZSA**) and the NZ FIRE service (**NZFS**) standards **ALARMNZ** is a fully accredited Grade B2 Alarm monitoring Centre. The various Automation link services offered by the company such as Airconditioning, Heating and Energy all meet all the statutory and regulatory requirements for such activities and conform to standards required by local government agencies. **ALARMNZ** has a reputation for quality data management and service excellence that is recognised by the majority of independent Automation service companies throughout New Zealand as the best in the business.

⬟ **ALARMNZ**
MONITORING NETWORK

CUSTOMER
AUTOMATION
EQUIPMENT

SERVICE
COMPANY
CALL-OUT

CUSTOMER
MANAGEMENT
REPRESENTATIVE

SERVICE NETWORK REPRESENTATIVE

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