

Services

Contracts to fit
your installation



SNOW PROCESS

Johnson
Controls 

Services

The selection of a snowmaking system involves more than the choice of an appropriate snow producer for a specific type of slope. A judicious choice also involves a reflection process on the long-term development of the resort's needs. In addition to performance criteria, it is also essential to provide for the **continuity** and **future development** of the snowmaking facilities.

When you choose **JOHNSON CONTROLS Neige** technology, you are opting for a close **partnership** between the manufacturer and the operator, focussed first of all on the ability to listen and responsiveness to your needs, and secondly, on your **total satisfaction**.

The leader in preventive maintenance, Johnson Controls Neige, together with operators, develops future-safe solutions based on clearly defined expectations, including partial or total outsourcing solutions, turn-key solutions and customised solutions.

This cooperation allows us to offer a full range of Service Contracts, virtual guarantees of the reliability and sustainability of your snowmaking installations.

Service Contracts

- Preparation of a personalised Preventive Maintenance Check-list
- Definition of the breakdown of operations between Johnson Controls Neige and the operator
- Calculation of hours for maintenance operations
- Valuation and definition of specific subcontracting services (laser line striping, thermography, etc.)

- Definition and coordination of load plan
- Validation and monitoring of summer maintenance schedule
- Planning of our partners' external services:
pump & compressor maintenance
- Monthly review of operations performed

- Breakdown of operations, such as:
 - Machine l
 - by Johnsc
 - Slopes by
- Coordination c
- Determination
- Installation of specific wear p
- Installation of Maintenance s

INITIAL

ADVANCE

ELITE

EXPERT

INTEGRAL

Production

- Definition and coordination of daily snow production schedule
- Configuration of production parameters
- Liaison with the various operating services in the resort
- Production results
- Establishment of continuous improvement indicators
- 24/7 production assistance service throughout the operating period
- On-site presence if required
- Remote monitoring of facility
- Training of teams of operators
- Analysis of the facility's parameters and optimization solutions
- Snow cost assessment and analysis



maintenance
ch as:

Rooms maintenance
on Controls Neige

the operator

of all actions

of readiness date

a certain number of
parts

Computer Assisted
software

- Coordinator on-site daily to monitor preventive maintenance operations
- Summer coordination of technical teams
- Coordination of outside service contractors
- Optimisation and anticipation of recurrent inspection operations
- Management of monitoring indicators
- Responsibility for the entire facility from the beginning to the end of the summer period
- Provision and training of personnel required for maintenance operations
- Installation of all spare parts and consumables
- System certified ready at a contractual date
- Service guarantee throughout the season
- Implementation of satisfaction and maintenance optimisation indicators
- Measurement of reliability rate

The service contract packages do not exclude the possibility of selecting some of the options. ✓

How we, at Johnson Controls Neige, view Service:

Johnson Controls Neige, in the spirit of partnership with ski resort operators, has always favoured an approach based on preventive maintenance both in the summer time and the skiing season. This is an approach that Johnson Controls Neige wishes to consolidate in order to offer ever more innovative Service solutions.

A wide range of Service contracts

The purpose of setting up partnership contracts with operators is to guarantee the reliability of snowmaking facilities. The complete range of contracts currently consists of five basic packages:

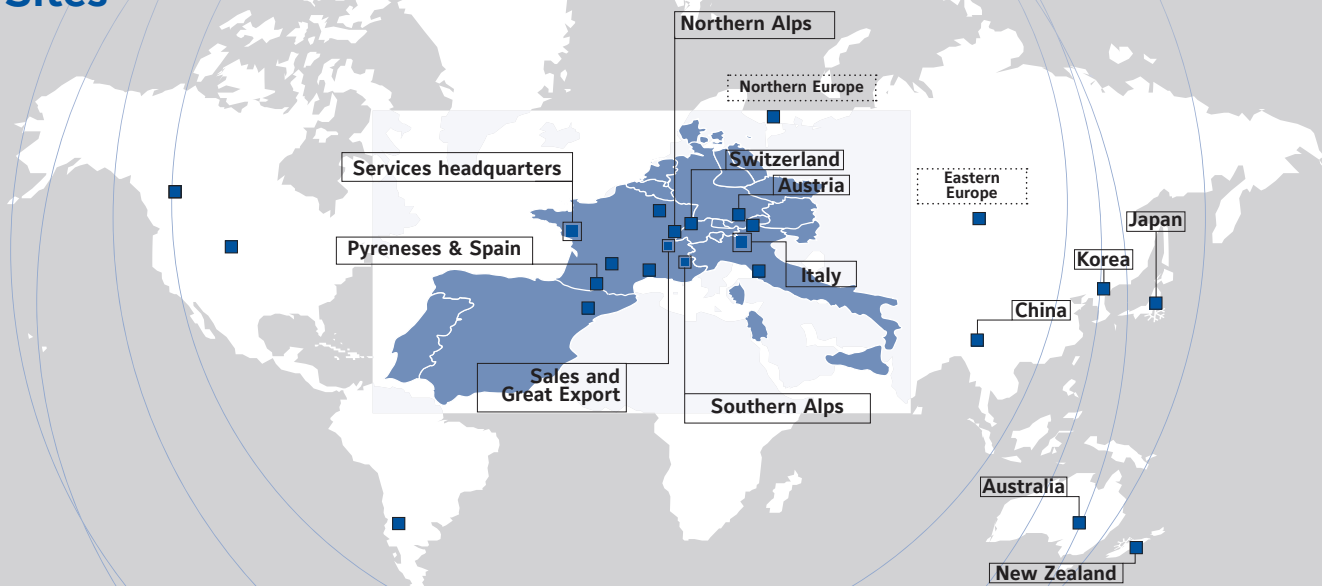
- The Initial contract includes among other things the drafting of a preventive maintenance operations check-list;
- Advance encompasses the coordination of such operations;
- The Elite package is the first to integrate the computer-based maintenance monitoring tool, SNOW Perfect. This custom-designed tool monitors and analyzes the maintenance operations performed by all the technicians working on the facility;
- The Expert contract is used for the daily on-site coordination of all the actors, i.e. the operator's technical team, the expert staff provided by Johnson Controls Neige, and outside service contractors.
- The Integral partnership ensures the maintenance and optimization of existing equipment for a pre-set budget, combined with a contractual commissioning date.

The range of Service contracts offered by Johnson Controls Neige provides operators with the assurance of sustainability and future development for their facilities, as well as the best possible management of resources obtained through the in-depth knowledge of both process and products, thus fully availing of local cold weather conditions.

Always responsive to our customers' wishes, Johnson Controls Neige has decided to complement its existing range of services with a new Service option: Production Assistance contracts. Throughout the operating season, Johnson Controls Neige is offering local production assistance solutions, delivered on a 24/7 basis by its team of over 100 technicians.

By providing services that are always more comprehensive and varied, Johnson Controls Neige seeks to give operators the opportunity to re-focus on their core activity, namely operating ski slopes.

Sites



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