

# Let's Be Open About Protocol

## Is your fire system manufacturer being completely open about protocol?

If not, you could be in for some unpleasant surprises.

Here are **8 questions** you can ask to ensure you're getting all the benefits of what the industry calls an 'open protocol' fire system:

# 1

### Can I use any detectors with my fire panel?

Being able to choose different detector ranges to work with your chosen panel gives you the flexibility to create exactly the right system for specific circumstances.



Open protocol doesn't mean you can use any detector with any panel, but it should mean you have a choice of which detector to use with your panel.



Advanced MxPro 5 panels are compatible with detectors from four of the biggest manufacturers: Apollo, Argus, Nittan and Hochiki. Advanced calls this 'multiprotocol' because we believe it is more honest.

# 2

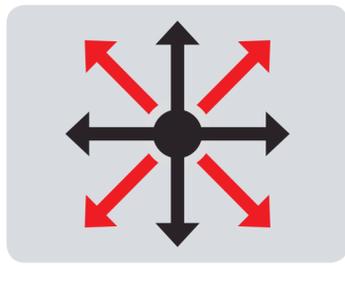
### Can I choose whichever supplier I like?

Being able to choose where you buy your equipment means you're not tied to one supplier, so you're more in control of costs.

Having to buy direct from the manufacturer or a specific supplier can mean you're tied to the prices they choose to charge.



Advanced MxPro panels and compatible field devices are available from a wide range of distributors, putting you in control of your budget.



# 3

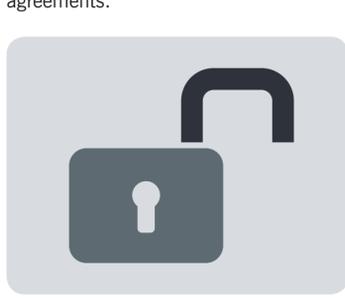
### Can I choose whichever installer I like?

When you're in charge of the decision about who installs the system, it's easier to come in on time and on budget.

If your fire system manufacturer dictates which installer you need to use, your hands are tied when it comes to decisions about timescales and costs.



At Advanced we believe MxPro customers should have the freedom to choose who installs the system to suit individual budgets and timescales, so we don't lock you in to any installation agreements.



# 4

### Can I choose whichever service company I like?

Servicing your fire system shouldn't cost you the earth and should happen to your schedule by qualified engineers.

Some manufacturers stipulate who you must use for servicing. This can leave you paying above the odds for call-out charges and with less control over the timing of visits – particularly if your site is far from the partner company's service centre.



As an MxPro customer, you aren't tied in to any particular service company so you have the freedom to choose who's best placed to maintain your system. We provide free training to engineers who deal with Advanced products, so you can check you're using the people best-qualified to service your system.



# 5

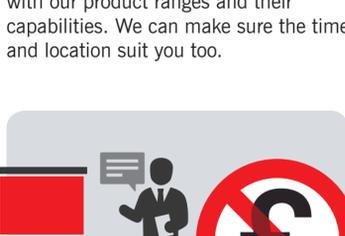
### Will training on the system be free?

Having a sophisticated fire system is only part of ensuring people and property are protected. Making sure that all who come into contact with the system know how to use it is another vital element.

Training is sometimes provided at a cost and used as a way of tying you in to a particular manufacturer. Check how much time you'll need to invest in training to be able to set up and maintain a system before you commit to it. Plus, check if you'll need to pay now (or in the future) to learn how to use it/about upgrades.



At Advanced, training on MxPro is provided free of charge. We invest heavily in ensuring that everyone who installs, services, maintains and uses our products are fully up-to-speed with our product ranges and their capabilities. We can make sure the time and location suit you too.

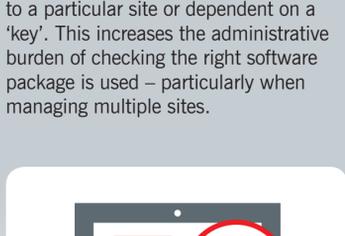


# 6

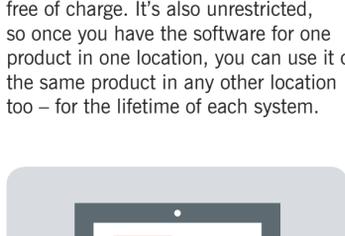
### Will I have free access to software?

Ensuring there's free, unrestricted access to software saves time, money and inconvenience.

Access to software is sometimes restricted to a particular site or dependent on a 'key'. This increases the administrative burden of checking the right software package is used – particularly when managing multiple sites.



All MxPro software is released to installers free of charge. It's also unrestricted, so once you have the software for one product in one location, you can use it on the same product in any other location too – for the lifetime of each system.

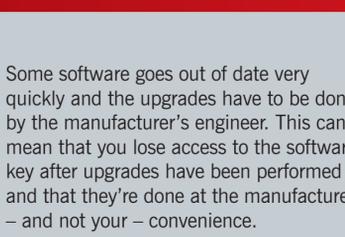


# 7

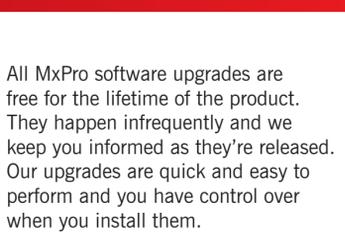
### What are the terms of any software upgrades?

It's important to be sure how often software updates will happen and how they'll be handled so that you don't miss them, your system's not compromised while they happen and they don't cause you lost time/money or inconvenience.

Some software goes out of date very quickly and the upgrades do have to be done by the manufacturer's engineer. This can mean that you lose access to the software key after upgrades have been performed and that they're done at the manufacturer's – and not your – convenience.



All MxPro software upgrades are free for the lifetime of the product. They happen infrequently and we keep you informed as they're released. Our upgrades are quick and easy to perform and you have control over when you install them.



# 8

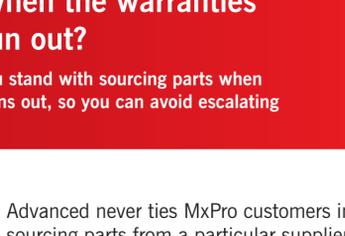
### What will happen when the warranties on different parts run out?

It's important to know where you stand with sourcing parts when your manufacturer's warranty runs out, so you can avoid escalating maintenance costs.

If you're tied in to sourcing parts from a particular supplier beyond your warranty period, you may find that prices will have increased substantially making it hard to predict/control your maintenance budget.



Advanced never ties MxPro customers into sourcing parts from a particular supplier, which means you can shop around for the best price on any parts you might need in future – to suit your budget.



To find out more about the ultimate in freedom and flexibility offered by a multiprotocol fire system, contact Advanced now for a demo, brochure or sales information. [www.advancedco.com](http://www.advancedco.com)