

Fisen Corporation

Playbook



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Introduction

Fisen Corp. is an independent company located in Dutton, MI, in partnership with Johnson Controls to design, engineer and manufacture customized HVAC products for the sales force. Securing higher market share is of paramount importance, Fisen fills in the gaps between the standard offerings and the need in the field. We can increase our market share by bidding specifications or customer configurations that we normally might not, Fisen helps us fill this opportunity.

Fisen engineers and manufactures modifications exclusively to Johnson Controls and York products using Johnson Controls factory approved methods and testing procedures and their modifications are fully warranted by Fisen. As a resource for Johnson Controls Sales Engineers and Authorized Agents, Fisen's extensive HVAC engineering knowledge and creative approach enables them to respond to unique project challenges, they engineer and manufacture innovative alternatives.

Fisen Corp. is in partnership with Johnson Controls Inc. to make transactions with them simple and cost effective by working closely with the factory. The partnership is centered around a market need to make modifications or additions to Rooftop Units, AHUs, Air cooled chillers etc that cannot be done by the manufacturer. It may be necessary to engage FISEN because Johnson Controls equipment is not tooled to make a specific modification or is not able to make the modifications due to factory loading or lead times.

Competition

Our competitors offer similar services to their customers but may consider them factory options or enhanced designs.

<i>Option or Accessory</i>	<i>Standard</i>	<i>Factory Design Special^{2,3}</i>	<i>Enhanced Design Facility Special^{2,3}</i>	<i>Standard Field Installed Accessory</i>
Coils				
ClearCoat™ evaporator/condenser coils		X		
Black epoxy evaporator coils		X		
Copper finned evaporator coils		X		

Local modification shops may be available but using the factory authorized partner means:

- Fisen will work closely with the factory
- Factory RTU warranty remains intact
- Fisen will support you on the front end laying projects out with engineers
- Fisen will support you on the back end once the product is in the field

Targeted manufacturers for a Fisen modified unit are:

TARGETED MANUFACTURERS*		
AnnexAir	Customized Trane	Dectron
Des Champs	Engineered Air	Governair
Innovent	Mammoth	McQuay RPS
Motiveair	Munters	Pool Pak
Seasons 4	Semco	Seresco

TARGETED PRODUCTS**
Air Cooled Chillers with Free Cooling
Multizones
Packaged DX with Integral Heat Recovery (Plate or ERW)
Chillers with Pump Packages
All Custom Packaged DX Equipment, 100% OSA
Outdoor Packaged Pool Units
Low Sound Requirements
Outdoor AHUs with Energy Recovery
Desiccant Dehumidification
Explosion Proof
AHUs with Fan Wall
Tight Space Requirements

***Targeted Manufacturers:** Many JCI Branch Offices & Agents regularly beat these OEMs on price and performance with Fisen's engineered and modified products.

****Targeted Products:** While the range of engineered modifications we're capable of is virtually boundless, this is a short list of products that Branch Offices and Agents are consistently successful with.

Literature

Literature regarding common modifications is available at www.fisenusa.com, other modifications can be reviewed and quoted by contacting your regional sales representative or using *E-mail Us* when visiting the Fisen website. Standard Option List Pricing is available by logging in to their website, request a user id using your Johnson Controls e-mail address.

Capabilities

Temperature and Humidity Management	Humidification in AHU or RTU	Small RTU Customizations	Green (LEED) Modifications	Replacement or New Multizone units
Custom Air Handlers	Special Unit Paint and Coatings	100% Outside Air Treatment	Energy Recovery Wheels	Energy Recovery Plate HX
Refrigerant Customizations	VAV / VFD - Any Small Tonnage RTU	Special Controls	Electrical Special Options	Chiller modifications
Rooftop Unit Modifications	Under Floor Applications	Special Gas Heaters and Gas Trains	Ultra Quiet Customization	

Upon completion of modifications, products are shipped from Fisen to the final destination with a complete set of specification sheets for the components utilized in the modifications and start up material. A copy of these materials is forwarded to the salesman of record so the information is available in the event of a service call.

Product Pricing

List pricing for standard options is available by logging in to the Fisen website. You will need to contact your sales representative for multipliers and special quoting of options not listed on the Fisen website.

Standard Pricing Information

Details

All Prices are LIST. Contact Fisen Sales for you Pricing Multiplier – [Contact Us](#)

Quantity discounts may apply to orders with multiple units and/or multiple modifications – [Contact Us](#)

Freight Not Included in pricing. Add the larger of: \$750/unit or 7.5% of total price.

Average turnaround time for Standard Modifications is 4 weeks.

About Fisen's Standard Pricing

Due to high volumes of requests from our customers over the last 2 years, Fisen has now finalized Standard Pricing with Submittals for our most frequent modifications. The main objective was to offer you the lowest price for these modifications and have this pricing available through our website. In order to offer more competitive pricing, we have developed Standard Submittal Addendums to reduce internal costs associated with developing project specific Submittals. This satisfied the need for rapid Submittal availability, as well as provides more accurate descriptions of the Standard modifications in question. The intent is for the JCI salesperson/agent to have access to a standard document which they can just add to the standard unit submittal from UST or Yorkworks. These documents reflect Fisen's scope of work, have a series of selectable options and associated tables of data that can be interpolated for more specific performance as long as the modification is sold within the defined parameters of the standard. For help in filling out these Submittals, please – [Contact Us](#)

Custom submittals are still available for projects with multiple modifications, specific requirements which are not covered within the Standard modification, or upon request. Average Custom Submittal lead time is 7-10 days depending on scope, and may result in additional charges.

Contact your Fisen Sales Engineer for Additional Information
ph. 616-698-7279 www.fisenusa.com or sales@fisenusa.com

Product Orders and Tracking

Placing orders

Orders are placed using your Fisen Sales Engineer, they will guide you through the process. Fisen will need to be used as the ship to address when placing the order with the Johnson Controls Factory. The Johnson Controls factory will need to know the final destination of the unit after the modifications are made at Fisen. Fisen will ship the unit to the final destination upon completion of the modification, freight will be included in the quote, details on the freight calculation can be found under notes after logging in to the Fisen website.

Any order that is shipping out of a Johnson Controls facility to Fisen MUST include the name Richard Meister as the call before.

Lead time / Delivery

Lead time for standard modifications is 4 weeks, non-standard modifications will need quoted from the factory. When contracting with Fisen, expectations for scope of work and delivery must be communicated as soon as possible and Fisen must be updated immediately of any changes to scope or manufacturing dates otherwise, delivery dates can slip.

Shipping insurance to and from Fisen must be covered by the branch. Fisen modified equipment must be inspected upon receipt.

Tracking orders

Questions regarding orders can be answered through the same channel that the order was placed, your Fisen Sales Engineer.

Support

Pre-Sale

Pre-sale support for commercial products is provided by our Commercial Application Team at 877 334 9209, or by sending an email to the team email box at cg-escommercial@jci.com. The Commercial Application Team provides support with the selection and pricing of the equipment, they can perform and review selections as necessary for sales personnel.

Fisen modification support is provided by Fisen at 1-616-698-7279:

Gather your project information:

- Drawings
- Plans/specification/sketches
- Site information
- Shipping specifications,
- Required delivery date

Post-Sale

Post -sale support for the standard unit is provided by the appropriate Johnson Controls support team for the unit. Fisen modification support will be handled by Fisen.

During the Proposal of work process, a *Warranty and Startup* section is included that lists the additional startup hour estimate that will be required to due to the Fisen modifications. These estimates must be included for start up of the units, Fisen modifications add complexity to the start up of the unit and extra time must be included.

WARRANTY & STARTUP:

- Standard 12/18 Month Fisen Provided Parts Only Warranty (No Labor)
- Add Field Service or Labor Warranty \$ 125/hr plus travel time, expenses and overtime
- No Is JCI Service Performing Equipment Startup (check one)
- Yes If JCI Service is to Startup, **ADD 40 Total Hours to** standard startup allowance to address modifications *Varies depending on modifications.*

Warranty

Standard warranty for Johnson Controls manufactured unit. Questions or support for warranty can be directed to our Product Technical Support Team at 800-524-1330 options 6.1.1.4.3 or cgescommercialtechsupport@jci.com. If directed to Fisen Technical Support follow the Fisen Warranty/Support Process listed below.

When being asked to offer a labor warranty the service branch will need to add the appropriate additional amount to account for Fisen modifications. Most modifications will not require additional work to service the major Johnson Controls components on the base equipment. The submittal will describe the modifications in enough detail to allow Johnson Controls Service to price the labor warranty accordingly, in special instances; Fisen may assist Johnson Controls in the estimating process.

Fisen exclusions to standard warranty terms and conditions can be found on the Fisen website at www.fisenusa.com. Fisen modifications are covered by Fisen according to the following guidelines:

Warranty Policies

Standard 18 Month Parts Only Warranty on Fisen Parts from Ship Date:

- The warranty on modifications made by Fisen to a Johnson Controls Commercial Unitary Equipment unit will be consistent with Johnson Controls CUE Standard Warranty Policy.
- The warranty on modifications made by Fisen to a Johnson Controls Applied Equipment, will be consistent with Johnson Controls Applied Equipment Warranty Policy.

Fisen Warranty/Support Process

Fisen's Warranty Support Contacts:

Fisen Warranty Contact (Primary)

Brandon Slater - Phone: 616-698-7279

Email: bslater@fisenusa.com

Fisen Warranty Contact (Secondary)

Fisen Warranty support line- Phone 616 698-7279

It is the expectation (once an issue is routed) that Fisen will take the lead on resolving the issue directly with the field. The Johnson Controls PTS Manager should be copied on any and all correspondence related to the issue (including corrective actions implemented) until the problem is permanently resolved.

Warranty Repair/Parts Guidelines

For DOA or Labor Warranties/Parts Covered Under Warranty

- All warranty claims will be reviewed by the appropriate Product Technical Support Manager to assure that they are valid.
- All repairs and part replacement are covered by Fisen per the appropriate Johnson Controls equipment warranty policy as previously indicated. All parts must be procured from Fisen directly. No parts expenses should be entered into the Johnson Controls SD (Service Defect) system.
- All warranty parts will be ordered and shipped standard ground freight, or LTL freight if a large item. If the item is required sooner the customer shall pay for all expediting.
- Fisen agrees to cover all labor costs for DOA and other expenses as agreed upon by the Johnson Controls PTS manager and the Fisen warranty coordinator. Labor expense will be entered into the Johnson Controls (SD Service Defect) system for tracking purposes

Parts Out Of Warranty

Parts for out of warranty jobs will be handled by Fisen in of the following ways:

- Fisen will provide the customer with the part number and vendor (this is for small items such as belts, filters, etc)
- Fisen will order the parts provided with a purchase order from the customer.

Note: All out of warranty parts are handled at Fisen's discretion.

Marketing Communications

Communications regarding Fisen are made through Fisen's regional sales team. Johnson Controls correspondence will be distributed via the Fisen website and internal Johnson Controls portal. .