

Johnson Controls Repair Center Louisville, KY

**Helping the Service Organization
increase EBIT**

Johnson Controls Repair Center Louisville, KY



3/27/2011

Johnson Controls Repair Center

What do we do?

- Repair and Return of Customer Product, both JCI and other manufacturers (Honeywell, Siemens, Simplex, etc.)
- Sale of reconditioned parts to branches
- Manufacture and sale of JCI new parts, normally small volumes
 - JCI legacy (integration products)
 - Server platforms (MS-NIE8500-0, MS-LCS8520-0)
 - Digital Video Network (DVR)
 - Some custom panel assembly

How can the Repair Center help the Service Branches ?

We offer MSEA parts at a 20% discount, with a three year warranty, in a like new condition.

- On PREMIUM coverage contracts, reduce PSA Spend by ordering discounted MSEA parts.
- Use discounted parts to introduce the JCI Metasys product to new customers. For example, offer parts to the potential customer at a 10% discount and the Service branch keep 10% savings.
- Use discounted parts to increase your Service + Rewards payout.
- Get MSEA parts quickly by ordering discounted reconditioned parts.

Recycling parts and systems: Keeping the program going

- Collect out of warranty defective parts at branch and periodically return to Repair Center. This includes N2 products like the UNTs, and VMAs which will be discontinued at the end of 2012.
- When you remove a system, call the Repair Center at 502-671-7398 or 502-671-7312 to see if there is a need for the parts.
- Make sure you return in warranty defective parts on an RMA.
- Help move forward the Sustainability goals of our company by purchasing reconditioned parts instead of new. **GO GREEN** and keep bad parts out of the landfill.

List available on the Repair Center Homepage

SAME THREE YEAR WARRANTY, LIKE-NEW CONDITION

Jan. 2011

NEW PART	NEW PART COST	RECOND PART	RECOND COST	SAVINGS
DX-9100-8454	1061.98	DX-9100-7454	828.20	233.78
MS-NAE3510-2	1332.24	MS-NAE3510-702	1045.35	286.89
MS-NAE3511-2	1405.45	MS-NAE3511-702	1102.92	302.53
MS-NAE3514-2	911.51	MS-NAE3514-702	717.10	194.41
MS-NAE3515-2	981.63	MS-NAE3515-702	772.65	208.98
MS-NAE4510-2	2582.74	MS-NAE4510-702	2030.10	552.64
MS-NAE4511-2	2694.22	MS-NAE4511-702	2121.00	573.22
MS-NAE4520-2	2299.82	MS-NAE4520-702	1807.90	491.92
MS-NAE4521-2	2412.01	MS-NAE4521-702	1893.75	518.26
MS-NAE5510-1	3906.12	MS-NAE5510-701	3070.40	835.72
MS-NAE5511-1	4059.22	MS-NAE5511-701	3186.55	872.67
MS-NAE5520-1	4342.47	MS-NAE5520-701	3408.75	933.72
MS-NAE5521-1	4495.58	MS-NAE5521-701	3535.00	960.58
MS-NIE5510-1	3906.12	MS-NIE5510-701	3065.35	840.77
MS-NIE5511-1	4059.22	MS-NIE5511-701	3186.55	872.67
MS-NCE2510-0	807.61	MS-NCE2510-700	636.30	171.31
MS-NCE2516-0	896.73	MS-NCE2516-700	707.00	189.73

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Johnson Controls Repair Center

Repair Center Homepage

Type "Repair Center" into Portal Search Engine

The screenshot shows a Microsoft Internet Explorer browser window with the address bar containing a long URL. The page header includes the Johnson Controls logo, the name 'Teresa Kiersznowski', the date 'Mar 02', and a 'Sign Out' link. A navigation menu is visible with categories like 'Workplace', 'News & Events', 'Employee Services', 'Products & Services', 'Tools & Applications', 'Organization', and 'Initiatives'. A search bar in the top right contains the text 'repair center'. The main content area displays search results for 'repair center', showing 1 - 15 of 7964 results. The first result is titled 'Repair Center' and includes a brief description and a link to the 'Repair Center - NCM3n0 Upgrade/Advance Exchange' page. Other results include 'Delivery', 'North America', and 'Repair Center Homepage - North America'. The page footer contains links for 'Privacy', 'Terms of use', and 'Copyright', along with a 'Local intranet' icon.

Workplace - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://my.johnsoncontrols.com/portal/myportal/ut/p/c/1/04_SB8K8xLLM9MSSzPy8xBz9CP0os3h3D-cwY89QIwMDYyc3AyNLIzMXQ68AAwNfU6883JK8f6huYGRh7Gpe6CBI7G8hSEB3eEg_DrB8kb4ACOBmj60WwwM8dvvqvp9Hfm6qfFuHEGmp64jAAwCxY4l/dl2/d1/L2dJQSEvUUt3Q59ZQnB3L Go Links

Johnson Controls

Teresa Kiersznowski Mar 02 Sign Out

Integrity

JCI Last: \$39.90 Change: -0.90 at Market Close on Mar 1

Workplace | News & Events | Employee Services | Products & Services | Tools & Applications | Organization | Initiatives

Building Efficiency > Workplace

Brand Center | Personalize | Global directory | E-mail & Calendar | Contact us

Integrity Every Day

Everyone Everywhere ...

Visit the Integrity site for helpful information on living [Integrity Every Day](#)

-- Updated Documents January 2011 --

Building Efficiency News

- Pfizer signs five-year contract
- Highlight our efforts this week
- Read the latest issue of Integrity

Close Flyout

repair center Search

Advanced Search

1 - 15 of 7964 results

Previous 1 2 3 4 5 6 7 8 9 Next

Repair Center

REGION: North America. Cash In Poster NOTE: All of our repair and returns carry a full one year warranty. Procedural, planning, or customer satisfaction issues can be directed to Teresa Kiersznowski, Repair Center Manager 502-671-7398.

(338KB) | Jan 19, 2011 | Source: Portal-BE

Delivery

Delivery. Enterprise Search Jan 19 Sign Out | | | | Building Efficiency > Products & Services > Delivery Personalize | Global directory | Contact us Service Global Workplace Solutions (GWS): Service National Service - North America Service -

(357KB) | Jan 19, 2011 | Source: Portal-BE

North America

REGION: North America. North America. Enterprise Search Jan 19 Sign Out | | | | Building Efficiency > Products & Services > Products > North America Personalize | Global directory | Contact us Product Literature Internal Literature QuickLit (customer literature)

(369KB) | Jan 19, 2011 | Source: Portal-BE

North America

North America. Enterprise Search Jan 19 Sign Out | | | | Building Efficiency > Products & Services > Development / Manufacturing > North America Personalize | Global directory | Contact us Industrial Design Studio Building Efficiency

(327KB) | Jan 19, 2011 | Source: Portal-BE

North America

North America. Enterprise Search Jan 19 Sign Out | | | | Building Efficiency > Organization > Departments > Service > North America Global directory | Contact us Service - North America Service Sales Development Service Sales & Marketing

(323KB) | Jan 19, 2011 | Source: Portal-BE

North America

REGION: North America. North America. Enterprise Search Jan 19 Sign Out | | | | Building Efficiency > Products & Services > Sales > North America Personalize | Global directory | Contact us American Recovery & Reinvestment Act Through recent initiatives introduced

(374KB) | Jan 19, 2011 | Source: Portal-BE

Repair Center - NCM3n0 Upgrade/Advance Exchange

ORDERING INSTRUCTIONS Send in the NCM300-x along with a completed RMA Repair & Return (R & R) form. Call the Repair Center to verify availability of quantities desired and have a Service Ticket or Contract Number ready for billing the transaction.

(15KB) | May 11, 2010 | Contact: [Teresa Kiersznowski](#) | Source: WCM-BE

Repair Center Homepage - North America

Cash In Poster NOTE: All of our repair and returns carry a full one year warranty. Procedural, planning, or customer satisfaction issues can be directed to Teresa Kiersznowski, Repair Center Manager 502-671-7398.

(17KB) | Oct 20, 2010 | Contact: [Teresa Kiersznowski](#) | Source: WCM-BE

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Local intranet

How do we change the culture of parts ordering?

- Remind team of discounted parts at monthly safety meetings
- Send out weekly text messages to the field
- Keep an updated list of discounted parts readily available (anyone who orders parts)

When should Service order reconditioned parts instead of new?

- Replacing defective units in field: Always!
- PREMIUM Coverage PSA: Always!
- BASIC Coverage PSA: When customer does not spec new
- L&M: When customer does not spec new
- Projects: When customer does not spec new

Repair Center Contacts

- James Brown – Operations Supervisor (502) 671-7444
- Teresa Kiersznowski – Repair Center Manager (502) 671-7398
- Kenneth “JR” Raney – Field Liaison (502) 671-7312

