

## Predictive SLAs

All technical support related to the technologies below will be available between the hours of 6:30 am to 5:00 pm Monday thru Friday with exception to Company holidays as determined by the Johnson Controls Milwaukee employee holiday schedule. Consultation related to reports is also considered tech support and long as it relates to clarification and interpretation issues. Repair consultations could be considered chargeable. The Milwaukee Predictive Team will provide the following levels of service for each technology supported by their team:

### Vibration

The Milwaukee PDT will provide analysis services of vibration data and detail reports indicating the condition of the machine and a list of recommended repairs. We will also provide software required to upload and download data to and from a SKF Microlog model CMVA10 and newer models. This includes technical support related to operating the Microlog, collecting vibration data and the Remote Route and Route Transfer software applications. Reports will be provided within 10 working days of the day they the data was provided to the Milwaukee PDT.

### Motor Current

The Milwaukee PDT will provide analysis services of Motor Current data and detailed reports indicating the condition of the motor rotor bars and a list of recommended repairs if required. The same software and hardware requirements for Vibration Analysis apply to Motor Current. Reports will be provided within 10 working days of the day they the data was provided to the Milwaukee PDT.

### Oil Analysis

The Milwaukee PDT will provide interpretation and analysis services for oil sample results provided from approved oil labs. All samples will be sent and tested to an outside lab to determine various chemical and physical properties of the oil. Reports will be provided within 10 working days of the day they the data was provided to the Milwaukee PDT.

### Refrigerant Analysis

The Milwaukee PDT will provide interpretation and analysis services for refrigerant sample results provided from approved oil labs. All samples will be sent and tested to an outside lab to determine various chemical and physical properties of the refrigerant. Reports will be provided within 10 working days of the day they the data was provided to the Milwaukee PDT.

### Reports

In the event that multiple technologies will be included in one report, this report will be provided within 10 working days of the day that the last set of data was provided to the Milwaukee PDT. Not promptly sending oil and refrigerant samples to the lab for testing can result in significant delays in reporting.

A Maintenance Optimization Strategy

## **FM SLA Expectations**

The following is expected from each FM account when requesting any service from the Milwaukee PDT:

### **Vibration Analysis**

FM accounts will provide the data collections services that can be done through various means. These options include, subcontract the services to a SSA branch that has equipment and trained personal or training in-house resources to properly collect data with equipment approved for data collection. Training can be arranged through the Milwaukee PDT, contact them for more information. The Milwaukee PDT team reserve the right to refuse data from people who cannot prove to have the proper training or has not met machine operational requirements as determined by the Milwaukee PDT. Only data collection equipment and software approved for data collection by the Milwaukee PDT can be used.

### **Motor Current**

Same as Vibration.

### **Oil Analysis**

FM accounts will be responsible for collecting oil sample as specified by the Johnson Controls, Inc. Oil Sampling and Shipping Procedures. Failure to follow these procedures could result in the rejection of results by the Milwaukee PDT. The Milwaukee PDT must first approve labs used for this service. They will also be responsible for providing the proper transportation procedures as indicated in the Oil Sampling and Shipping Procedures. Only certified refrigeration technicians can collect oil samples. Subcontracting of these sample collection services can be done as long as these procedures are followed.

### **Refrigerant Analysis**

Same as oil analysis, except the Refrigerant Sampling and Shipping Procedures must be followed.