

# Custom Controls

It may be appropriate for Custom Controls to carry out a site survey, and/or consult any available site plans.

**Site Plans and/or Site Survey Completed?**

A Full hardware breakdown is given, including links to manufacturers websites and product specs, and of course, the all important costs involved.

3. Upon approval, the payment schedule and a timescale for the works is established. Any third party/subcontracting is also agreed.

Your unique Graphic User Interface is designed, and can include your logo's or brand identities and/or themes and icons from our extensive touchpanel library.

**Design amended & Re-submitted?**

6. Upon completion of the system programming, the hardware/hub is assembled and tested at our offices using our specialist software and test equipment. Any problems are identified and addressed prior to delivery.

7. To minimise time on site (and disruption to the client) our project managers arrange for equipment to be installed and commissioned in one block visit.

Once the on-site support has been completed, any final open items will be identified and addressed via remote assistance. Further on-site support may also be arranged.

**Remote Support**

**1. Service Request/Quote Request Form Received**

**2. System Quote Generated**

**3. Quote Approval & Sign Off**

**4. Control System Spec & Interface Design**

**5. System Approval & Initial Programming**

**6. Test & Build**

**7. Delivery & Installation**

**8. Completion, Testing & Demonstration**

**9. Warranty Period**

**Quote amended & Re-submitted**

1. After initial contact is made, the project is discussed in detail and any specific requirements are highlighted. The initial scale and scope of the project is determined.

2. Once the scale and scope of the project has been established, our project managers will design a system around your specifications. A system breakdown will be produced showing development, programming, staging, install time and hardware used.

4. A complete button-by-button, screen-by-screen description of your system is developed, showing switcher routing, port designations, device types, model numbers and control methods are clearly shown.

5. Following your approval of the system spec, our certified programmers will write the complex code that will bring your system to life.

1<sup>st</sup> Fix Survey

On-Site wiring performed by others to our specification

2<sup>nd</sup> Fix Survey

8. Our on-site install team, including programmers, will fully test your system and iron out any issues. Once satisfied, a full demonstration and walkthrough with the customer will be given. In larger projects, a full user manual will also be provided.

9. Once the system is signed off, there is a reasonable grace period during which any final issues may be raised.

10. Finally all documents and files relating to the project are stored and backed up on our secure server, and are available free of charge at any time.