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To Whom it may concern:

Simplex fire alarm and life safety systems are proprietary systems. Johnson Controls technicians are the only technicians who are factory-trained with current certification. The manufacturer recommends that only factory-trained technicians inspect and service Simplex brand equipment and program software. Manufacturer's Limited Warranty can be voided if service is provided by anyone other than an authorized Johnson Controls representative.

Due to the constant changes in product and technology all Johnson Controls technicians must maintain ongoing training to continue to meet the qualifications required to service and inspect Simplex fire alarm and life safety systems.

Additionally, Simplex Time Recorder has no "Authorized Distributors" other than Johnson Controls company-owned district offices. No other service provider can represent that it has access to current training and certification to service Simplex product and technology. Please understand that any former SimplexGrinnell/Johnson Controls employee working for other companies that offer to furnish services on Simplex Fire Alarm Equipment are no longer certified to service that equipment because they are not maintaining any level of ongoing factory sponsored training as well as technical bulletins and publications regarding Simplex equipment. There is also a possibility these other companies are utilizing USED Simplex Fire Alarm equipment salvaged from other installations as a means to support their service operation. Installing used fire alarm components that are not FACTORY AUTHORIZED or refurbished by the factory is illegal. If your facility requires U.L. Certification policy this would compromise that certification. These other companies are not certified to furnish this service on Simplex systems, as per U.L. Certification guidelines.

Should you have any questions, please do not hesitate to give me a call 512-634-1835 (Direct Line).

Sincerely,  
Dwain Deiterman  
South Central  
Service Sales Representative Austin