

## AN IMPORTANT MESSAGE FOR OUR AUTOCALL® CUSTOMERS



*AUTOCALL systems protect thousands of facilities owned or managed by large, high-profile organizations in the industrial, manufacturing, transportation, education, service and medical sectors. We will continue to provide our many valued customers with ongoing service and support for their AUTOCALL equipment.*

# OUR 10-POINT COMMITMENT TO SUPPORT YOUR AUTOCALL SYSTEMS

## 1. Product Availability

Order AUTOCALL systems and parts with confidence. To make the best use of resources and to maximize cost efficiency, manufacturing and distribution for AUTOCALL products has been moved to Tyco Safety Products' state-of-the-art facility in Westminster, Massachusetts. AUTOCALL equipment and replacement parts will continue to be produced there. As a global product, AUTOCALL is also supported by additional Tyco manufacturing sites around the world.

## 2. Service Parts

We will continue to produce and supply service parts for existing AUTOCALL installations – as long as sources for these parts are available. If a product reaches the point where it can no longer be produced, our local offices will notify customers of the opportunity to place final orders.

## 3. Product Support and Training

Customers will have ongoing access to the expertise of our Westminster-based product support team, as well as training for AUTOCALL products.

## 4. Outstanding Service

Superior field services are a fundamental strength of SimplexGrinnell. We will continue to provide factory-trained technicians with expertise in servicing and maintaining AUTOCALL systems. The same technicians are also trained to service Simplex® systems, as

well as other brands. The unified SimplexGrinnell service organization serves customers locally, through more than 160 district offices in North America.

## **5. "Voice of the Customer" Program**

As part of the process of establishing SimplexGrinnell, representatives from our corporate marketing organization interviewed AUTOCALL customers regarding their product and service needs. We base our product development and support plans on what you, our customers, tell us is important. Your opinions are highly valued, and we will continue to listen carefully.

## **6. Migration Paths**

With the AUTOCALL product line, there has been a strong tradition of providing migration pathways to next-generation equipment. We respect your need to protect your investment in AUTOCALL systems, and to know they will have a long and productive life. Nonetheless, as codes change, technology advances, and components become obsolete, system upgrades are eventually a necessity. When this point is reached, SimplexGrinnell has the expertise to provide cost-effective, phased upgrades that balance your life-safety obligations with your budgets.

## **7. AUTOCALL®/Simplex® Integration Solutions**

As your AUTOCALL equipment approaches obsolescence, SimplexGrinnell will provide integrated upgrade solutions using the latest Simplex brand products. You will be able to phase these in gradually while gaining access to leading-edge Simplex technology from SimplexGrinnell, such as TrueAlarm® and TrueAlert™ addressable fire detection and notification, Internet-ready panel interfaces, and enhanced serviceability.

## **8. Design and Installation Expertise**

No other supplier in the fire protection industry can match the local design expertise and installation support offered by SimplexGrinnell's district office network. When customers with critical life-safety and property-protection requirements need assistance, they come to SimplexGrinnell first. We offer the know-how to deliver complete solutions.

## 9. Quality and Delivery

SimplexGrinnell will build on the well-earned reputations for quality and delivery that have distinguished the AUTOCALL and Simplex brands. The 680,000 square-foot facility where AUTOCALL equipment and replacement parts will be produced is ISO-9001 certified, and our track record for on-time delivery is excellent.

## 10. An Expanding Array of Life-Safety Solutions from a Single Provider

As part of Tyco International, SimplexGrinnell is constantly expanding the scope of products and services it offers customers. Our growing list of life-safety solutions includes...

- Fire Detection & Alarm
- Sprinklers
- Fire Suppression
- Extinguishers
- Special Hazards
- Emergency Lighting
- Integrated Security
- Leasing and Financing Options
- Central Station Monitoring
- ... and more

***tyco***

*Fire &  
Security*

***SimplexGrinnell***

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## **AUTOCALL customers have the full support of SimplexGrinnell.**

As North America's leading fire and life-safety systems provider, SimplexGrinnell is deeply committed to customer service. We want to assure our AUTOCALL customers that we'll continue to support you and provide cost-effective opportunities to migrate your system to newer technology platforms.

The AUTOCALL brand has a proud 80-year tradition...and a multitude of loyal customers. When AUTOCALL became part of the Grinnell Fire Protection family in 1996, customers like you were able to access Grinnell's high-quality services and take advantage of smooth migration pathways for system upgrades.


I'm pleased to say that SimplexGrinnell offers AUTOCALL customers additional strengths and resources:

- multiple ISO-9001 certified manufacturing facilities
- access to pace-setting technologies and R&D leadership
- service and support that's unequaled in the industry – through SimplexGrinnell's exceptionally strong North American network of local offices
- timely, cost-effective system migration strategies
- the benefits of the purchasing power and expanded supply base of our parent company, Tyco International Ltd. – the world's largest supplier and servicer of fire protection and electronic security systems

Please take a moment to review our "10-Point Commitment." We're very proud of it. It's been developed explicitly for you, and is in keeping with the SimplexGrinnell philosophy of giving total and unqualified support to each and every customer.

We welcome the opportunity to answer your questions about your AUTOCALL equipment or system upgrades. Don't hesitate to contact your local SimplexGrinnell district office. Or, you can reach us at our web site, [www.simplexgrinnell.com](http://www.simplexgrinnell.com)

Very truly yours,



Michael Buchanan  
*President, SimplexGrinnell*

# NEW Upgrade Solutions for AUTOCALL®

If you own one of the older AUTOCALL fire alarm systems pictured on the back, it may be time to think about an upgrade or replacement.

And SimplexGrinnell has the perfect migration solution — our new XA Loop Interface, which allows an easy and cost-effective upgrade to the advanced Simplex® 4100U fire alarm platform.

## Here's why an upgrade makes sense:

- The AUTOCALL products, while reliable, are now outdated, and will be increasingly difficult to repair and maintain. Parts may no longer be available. An unexpected failure could leave your building unprotected. Can you afford the downtime?
- New microprocessor-based life-safety systems like the Simplex 4100U offer higher levels of protection, are easier to service and maintain, and comply with modern fire codes.

Before the introduction of the 4100U XA Loop Interface, a complete system replacement was required to update an AUTOCALL system.

This new integrated solution relieves building owners of the financial burden of replacing obsolete systems all at once. You now have the chance to gradually migrate your system to the Simplex 4100U fire alarm platform as your budget and operations allow.

So check out the 4100U XA Loop Interface. It's yet another innovation from SimplexGrinnell, the North American leader in fire and life-safety systems. To learn more, call 1-800-746-7539 or visit [www.simplexgrinnell.com](http://www.simplexgrinnell.com). We'll help you plan the AUTOCALL migration strategy that makes the most sense for you.

***SimplexGrinnell***

# Time for an UPGRADE?

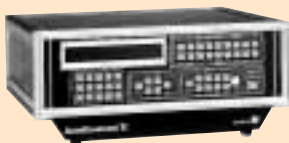
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