

Max-Value Program Announcement

Procedure for Ordering Non-Standard Items

Sometimes a product from a Max-Value supplier will not be listed in Selection Navigator. The item may be a unique product, a custom product for a special application, or something that the vendor has just introduced which is not yet available in Selection Navigator.

U.S. Autocall dealers can now order items produced by a Max-Value vendor that are not in Selection Navigator by following the procedure outlined below.

Max-Value Vendor List

XTRALIS	Early warning smoke and beam detection	RSG Security	Door holders and emergency pull stations
Eaton	Audible and visual notification appliances	Potter Roemer Fire Pro	Gate valves
Valcom	Intercom paging communication systems	Westell Technologies	Inbuilding wireless communications systems
USSI	Wide area speakers for mass notification	Space Age Electronics	Enclosures, guards, relays, and specialty products
FFE	Smoke and flame detection products	Fike Corporation	Flame detection and video analytics

Procedure for ordering non-standard Max-Value products

1. Check the SKU entry in the Max-Value Product Selector option in Selection Navigator to ensure the part number entered is correct.
2. If the part number is “not found”, send an email requesting price and lead time for the item to JCI customer service (tfppcustomerservice@tycoint.com) listing: a. the Max-Value vendor, b. vendor part number, and c. product description.
3. Within 48 hours JCI customer service will respond with the price and estimated lead time for the product.
4. The quoted price will be valid for thirty (30) days after receipt of the customer service email.
5. Note that defective *custom* products manufactured by a Max-Value vendor cannot be returned to Johnson Controls for warranty credit, but may be returnable to the vendor dependent on vendor warranty terms.

For more information

For additional information on the material in this bulletin, please contact one of the team members below:

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