



For your support.

**Comprehensive
lifetime services
in buildings and
industrial facilities**

Lifetime safety

Your safety is our expertise. Our global service network helps you maintain your Marioff HI-FOG® system so that it performs as it was designed throughout its lifetime.

Service benefits your business

Safety

High pressure requires expertise. When you service your HI-FOG system it will operate reliably in the years to come.

Predictability

Regular maintenance keeps your budget and calendar steady.

Cost

Regular maintenance lowers the lifetime cost of the system, reducing your operating expenses.

Approved

Your system will be maintained according to applicable international approvals and standards, and local requirements.

The BluEdge tiered service model is designed to support your day-to-day operations and the particular needs of your business on an on-demand basis or with service agreements.

BluEdge Service Platform - a tier for every business



Core

Marioff-certified service engineers and spare parts will be available as needed to ensure reliable operation.

Book on-demand service visits when you need them.

Professional maintenance is always in compliance with applicable approvals, standards and local requirements. Our dedicated emergency service will support your team remotely 24/7.

We can also help you with upgrades and extensions when needed.



Enhance

If you aim to reduce your costs and improve predictability throughout the lifetime of your HI-FOG system, choose Enhance.

Your Enhance service agreement includes many value-added options, such as scheduled preventive maintenance, recommendations for upgrades, as well as system operation training.

You'll also benefit from discounts on service visits and original spare parts, and our local technical support will be at your service during business hours. Together with your dedicated service coordinator, you can schedule service visits, arrange training and agree on the required response time for services.



Elite

This is the most comprehensive service offering, tailored to provide you with peace of mind.

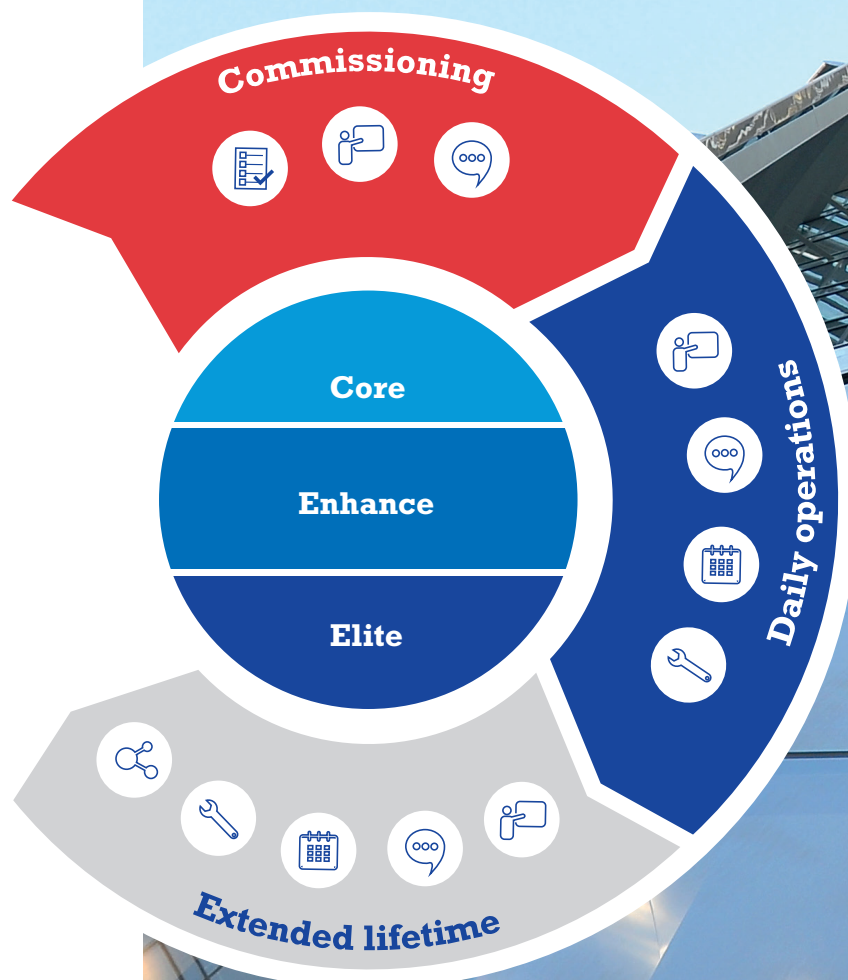
In addition to all services and benefits in the other tiers, the Elite agreement includes local support 24/7, a tailored critical spare parts stock and a full preventive maintenance program.

As an Elite tier customer, you can allocate costs across several years with tailored maintenance program giving you more flexibility with your budget.

Your dedicated key account manager will make sure your business needs are covered, and that your system is serviced for reliable performance and longevity.

Reliability from day one

-  **System commissioning**
-  **Training**
-  **Technical support**
-  **Preventive maintenance**
-  **Repairs and spare parts**
-  **System upgrades and extensions**



Warsaw Spire, Poland
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System commissioning

After installation, the system is set up and thoroughly tested to ensure all functionalities operate as planned. We also check connections and integrations with other systems. We're always proud to hand over a brand-new HI-FOG system.



Training

After commissioning, we train your personnel to operate the system and perform regular tasks, such as visual inspections and tests. Additional training can be arranged throughout the lifetime of your system when needed, like when onboarding new employees.



Technical support

Contact our technical support if you have any questions about routine issues, technical inquiries, or emergencies. Whatever happens, our professional technical support is there for you.

Keep your system performing



Preventive maintenance

By following the maintenance program, you're maintaining the HI-FOG system's reliability during its entire lifetime.

Marioff-certified service engineers ensure your system is maintained according to manufacturer recommendations, applicable approvals and standards.

Scheduled maintenance visits

During maintenance visits, we verify that the system is operating as planned, check functionalities and change worn parts as needed.

A regular maintenance cycle will make your schedule and costs easier to predict and plan in advance.

5 year service cycle

More extensive maintenance is performed every five years. The components that are susceptible to the heaviest wear are replaced or overhauled according to manufacturer's system-specific maintenance program.

With a BluEdge service agreement, you can spread larger maintenance tasks across several years.

System audit

If your system hasn't been serviced for a while, we offer an audit before the maintenance. Our service expert can help with critical issues while visiting the site.

Detailed reports

After each visit, you'll receive a detailed report of the tasks completed and proposals for the next maintenance steps and possible upgrades.

If a fire occurs, we'll carry out a full site inspection and form a plan to recommission your system. After recommissioning your HI-FOG system is ready to protect your operation.





Repairs and spare parts

If something breaks, we'll help you with troubleshooting and repairs. We'll provide you with high-quality parts that are always a perfect fit for the system. Original spare parts are also available for older models – replace the part, keep the quality.

Through our global service network, certified service engineers provide prompt on-site support. This is an essential part of our service commitment to you.

Extended lifetime



System upgrades and extensions

The requirements and needs for fire protection may change over time. Accordingly, the HI-FOG system offers possibilities for upgrades and extensions. We will assist you with any necessary redesigns and support you in handling future needs.

Our research and development brings constant improvements to the HI-FOG systems. Delivering these improvements to your system increases reliability, extends operating life, and keeps you safe.

Marioff is a leading developer of water mist fire protection technology and supplies system solutions worldwide. The company's innovative HI-FOG™ water mist fire protection system safely controls and suppresses fire using significantly less water than conventional sprinkler systems, reducing water damage, cleanup time and operational downtime. For more information, visit www.marioff.com.



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Marioff reserves the right to revise and improve its products and recommended system configurations as it deems necessary without notification. The information contained herein is intended to describe the state of HI-FOG™ products and system configurations at the time of its publication and may not reflect the product and or system configurations at all times in the future.

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