

Fire, voice alarm & emergency voice communication systems
System partnership agreement



**Working
together**

EAT•N

Powering Business Worldwide

What we offer

When it comes to protecting life and property there's no room for compromise. Eaton manufacture and supply a comprehensive range of Fire, Public Address /Voice Alarm (PAVA) and Emergency Voice Communications from simple conventional panels through to complex addressable systems and devices.

Eaton's extensive product portfolio is built on industry recognised names Fullleon, Cooper, Menvier and JSB, we have a great history of developing innovative products and systems that provide modern, easy-to-use solutions for a variety of commercial and industrial builds.

Our partnership agreement looks to build up a relationship with your business and as we get to know each other better, offer meaningful benefits. We offer 3 levels of partnership: Partner, Advanced and Expert.

Level	Expert	Advanced	Partner
Delivery	Same or next day despatch	Same or next day despatch	Same or next day despatch
Training	At your site/premises At an Eaton site CPD Training	At your site/premises At an Eaton site	At an Eaton site
Field support	Field Technical Support Phone Support	Field Technical Support Phone Support	Phone support
Project pricing	Discuss with Account Manager	Discuss with Account Manager	N/A
Partner logo	Use of Expert Partner Logo on paperwork, website, e-mail, clothing etc.	Use of Advanced Partner Logo on paperwork, website, e-mail, clothing etc.	Use of Partner Logo on paperwork, website, e-mail, clothing etc.
Annual promotion	Discuss with Account Manager	Discuss with Account Manager	
Joint marketing	Eaton branded case studies and promotion	Case studies	
Eaton distributor finder	Expert Listing on Eaton website for customers to contact you directly	Advanced Listing on Eaton website for customers to contact you directly	Partner Listing on Eaton website for customers to contact you directly
Service and commissioning leads	Post Code Priority referrals	N/A	N/A

Next day delivery

Speed is important to you and your business, you need products on site to meet demands of your customer. To make sure you can deliver on your commitments we have launched our express service (just request it at the time of ordering):

- Same or next day despatch*
- Next day delivery before 2pm**
- Free order tracking service via email

*Excludes specials and bespoke

**On request



Training and development

On becoming a system partner, you will be assigned an account manager who will work with you to provide information, training and support to you, your employees and your customers.

- Dedicated account manager available to act as your personal point of contact
- Qualified sales leads where Eaton is specified



Dedicated customer support

Based at our manufacturing facility in Cwmbran, the Customer Service team is on hand to process your orders and to ensure your system arrives on time to your chosen destination. Delivery is available to your premises or to a customer site - just let our team know.

- Experienced, knowledgeable team available 5 days a week for any queries
- Flexible delivery location
- Manuals, catalogues, datasheets all available at the click of a button at www.eaton.com/gb



Field support

Our Field Support team has extensive experience working with Fire & Voice Alarm systems. From 2019 this experience is directly available to all partners, providing:

- On-site training for your new team members
- On-site support for any installation issues
- A direct link to our Product Development teams
- Technical hotline providing comprehensive cover



Co-branding

There is a diverse range of co-branding opportunities with Eaton's partnership agreement. We let you tailor your package based on your needs and partner level.

- Authorised reseller and distributors logos
- Physical merchandise including vehicle signage, store fronts, hats, pens, polo shirts, catalogues etc.
- Web based branding on our and your website



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