WAVES Manufacturer Verification Program (MVP) by Eaton provides preventative maintenance and support services from dedicated Field Operations/Technical Support team of certified Application Specialists that fully embrace the significance of WAVES as a life safety system, understanding that any downtime is too long.

To help reduce stress in a crisis, experienced professionals are available to offer technology solutions, answer questions, help troubleshoot problems, make database programming changes, and assist with maintenance activities that will enable your WAVES Mass Notification System to operate at optimal performance levels.

As the original equipment manufacturer of WAVES Mass Notification Systems, not only does our Technical Support team have access to the engineers that designed the hardware and developed the software, but we also have equipment located in our Field Operations Center, where we can help troubleshoot problems.

With Eaton’s MVP, you can purchase the number of on-site inspections per year that best fit the needs of your organization.

NFPA 2016 recommends the periodic frequency for your MNS inspection, testing, and maintenance on a semi-annual to an annual basis. This is to “verify a system normal condition” and to “verify product location and condition.” Periodic visual inspections shall be completed to reassure that there are no changes that affect your MNS performance. Similarly, the UFC 4-021-01 recommends periodic inspection to the wireless signals and field components of your Mass Notification System (MNS) every six months.

Included in the WAVES MVP are the following services and support:

- Preventative Maintenance Inspection
- In-brief and out-brief with customer
- Integrated Base Station (IBS) diagnostics
- Site evaluation
- MVP report
- Operator training support

Our Manufacturer Verification Programs are designed to maximize the useful life of your system and to identify potential issues that might need to be addressed in order to keep your system operational. Provided by WAVES Applications Specialists, our on-site refresher training courses offer the highest level of information needed to effectively operate, administer and maintain your MNS for emergency communications. With our Remote Technical Services, you can be sure that no matter where you are located around the world, our technical experts can assist you.

Our comprehensive service plans ensure that your Mass Notification System (MNS) performs optimally, offering you peace of mind. Maximize the life of your MNS, and insure that it’s ready when you need it with a WAVES MVP by contacting Eaton.

For more information, please contact your sales representative or email your request to SupportMVSR-Mail@Eaton.com.

KEY BENEFITS

- Optimize system performance
- Maximize operating efficiency
- Quick access to technical experts
- Improve understanding of the operation of the system
- Extend component service life
- Access to latest system enhancements
- Free Command Center upgrade to Standby Server (IPC only systems)
- Discount on spare equipment
- Remote technical support (phone or email)
- Troubleshooting assistance
- Log file analysis
- Database simulation

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**Eaton's MVP program highlights**

### Features

**In-brief and out-brief meetings with customer**

**Integrated Base Station (IBS) diagnostics**
- Inspect IBS hardware functionality
- Verify battery and PC fan conditions
- Check connections
- Check cable tightness and waterproofing as needed
- Check lightning arrester
- Node assessment using GUI to diagnose issues
- Verify WAVES software installation and configuration
- Check for viruses and malware and defrag hard drive
- Capture and clear event logs
- Reload OS & WAVES software as applicable
- Upgrade WAVES software to latest release
- Upgrade WAVES firmware to latest version

**Site evaluation**
- Inspect existing antennas as needed
- Check cable tightness and waterproofing as needed
- Inspect RF cable connections and wireless signals as needed
- Inspect HPSA/SPT speaker wires and cabinet as applicable
- Adjust volumes at select speakers locations as needed
- Inspect battery levels
- Inspect lightning arrestors
- Inspect solar panels as applicable
- Inspect, peripheral devices as applicable
- Perform diagnostics on WAVES equipment as applicable
- Inspect NEMA enclosures
- Perform functionality test at selected nodes (100% of nodes)
- Audio test options

**MVP reports delivered within 10-13 business days**

**Training**
- 1 (one) Operator’s training session for System Operators; Onsite Administrators packages (GFE/Customer Furnished Equipment)

**Remote technical support**
- Unlimited