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Mr. John Childress
Manager-Facilities Operations & Maintenance
Texas Workforce Commission

Mr. Childress:

As requested, Johnson Controls is providing written confirmation pertaining to the recommended sole sourcing of the Simplex brand life safety and fire alarm systems installed throughout your facilities located at 1411 Brazos St (Annex), 101 E 15th St (Main Bldg), 1215 Guadalupe (Guadalupe Bldg), 1117 Trinity (Trinity Bldg), 2810 E MLK Blvd (MLK Bldg), 12312 N Mopac (Mopac Bldg), and 4800 N Lamar (Criss Cole Bldg).

NFPA 72 requires “all inspection, testing, and maintenance of fire alarm systems shall conform to the equipment manufacturer’s recommendations” (Chapter 7-1.1.1). Simplex fire alarm and life safety systems are proprietary systems, thus the manufacturer’s recommendation states that only factory-trained technicians with current certification should inspect and service Simplex brand equipment and program software.

NFPA 72 further states that “service personnel shall be qualified and experienced in the inspection, testing, and maintenance of fire alarm systems” and defines qualified personnel as “factory trained and certified” (Chapter 7-1.2.2). Currently, Johnson Controls is the only service provider with technicians that have current factory training certifications.

Due to the constant changes in product and technology all Johnson Controls technicians must maintain ongoing train to continue to meet the qualifications required to service and inspect Simplex fire alarm and life safety systems.

Additionally, Simplex has no “Authorized Distributors” other than Johnson Controls Company owned district offices. Any other fire alarm service provider that claims to have trained technicians is misrepresenting itself because it is not an “Authorized Distributor” with the access to maintain current training and certification for technicians to service Simplex product and technology.

Should you have any questions or need additional assistance please feel free to contact me at 512-634-1835 (Direct Line) or email dwain.deiterman@jci.com

Sincerely,
Dwain Deiterman
Service Sales Representative
Austin, Texas District