



Service Specs

Our highly trained staff services all types of audio visual and communication systems, healthcare communication systems, life safety systems and security systems - regardless of size, complexity, or system manufacturer.

Founded as a service organization in 1974, clients have relied on SIGNET's personalized and responsive service approaches for 45 years.

We understand the need to maintain the highest levels of uptime and availability of your mission critical technology systems, while meeting all local codes and regulations.

Delivering specialized service expertise for:

Audio Visual and Communication Systems

- System types:
 - Video conferencing and infrastructure systems
 - Interactive classrooms
 - High-end sound systems
 - Custom control systems
 - Digital signage/video walls
 - Intercom
 - Public address
 - Mass notification
 - Sound reinforcement/masking
 - Business communications/telephone systems
- Audio system test and inspection:
 - Full functionality test of all installed units
 - Field and critical components testing
 - Dust removal and cleaning of critical components and applicable dome components
- Manufacturer software maintenance agreements
- Customized reports developed in conjunction with audio visual subject matter expert (SME)
- SME/engineering support for system changes
- All work performed by factory-trained, CTS®, CTS-D®, and CTS-I®-certified, licensed and security-cleared technicians
- Emergency 24/7, 365-day service and remote diagnostics available

Healthcare Communications Systems

- System types:
 - Nurse call
 - Real Time Location System (RTLS)
 - Wireless mobile communications
 - Staff duress
- Full system preventative maintenance including:
 - Control center system inspection
 - Restart of system services as applicable/needed
- Testing and inspection of equipment and system devices:
 - Verification of systems
 - System workflow test
- On-going user training and technical certification for facility personnel
- Manufacturer software maintenance agreements
- Customized reports developed in conjunction with healthcare communications subject matter expert (SME)
- SME/engineering support for system changes
- All work performed by factory-trained, OSHA-certified, licensed and security-cleared technicians
- Emergency 24/7, 365-day service and remote diagnostics available

Life Safety Systems

- System types:
 - Fire alarm
 - Sprinkler
 - Area of refuge intercom
 - Blue light eCall
- Test and maintenance of fire alarm system in accordance with the most recent edition of NFPA 72 – National Fire Alarm Code
- Test and maintenance of sprinkler system in accordance with the most recent edition of NFPA 25 – National Fire Alarm Code
- Manufacturer software support agreements
- Customized inspection reports developed with input from SIGNET NFPA 72 expert
- Subject matter expert/engineering support for system changes
- All work performed by factory-trained, OSHA-certified, licensed and security-cleared technicians
- Emergency 24/7, 365-day service and UL listed central monitoring available

Security Systems

- System types:
 - Access control
 - CCTV surveillance
 - Intrusion detection
 - Duress
 - Perimeter detection
 - Programmable Logic Controller (PLC) locking control systems
- Full system preventative maintenance including:
 - Testing field devices
 - Inspection of field equipment
 - Restart of system services
 - Network scan programming
- Quarterly/yearly testing options
- Manufacturer software support agreements
- Customized inspection reports developed in conjunction with security subject matter expert (SME)
- SME/engineering support for system changes
- All work performed by factory-trained, OSHA-certified, licensed and security-cleared technicians
- Emergency 24/7, 365-day service, remote monitoring, UL listed central monitoring and system restart services available

We understand the importance of having a trusted partner. Every SIGNET employee holds a current security clearance certificate from the Department of Public Safety and many are HIPPA and Reptrax/Vendormate certified. Our technicians arrive at your site in a clearly identified vehicle, and are uniformed, badged, OSHA certified, and CORI cleared.