

ProCare

Proactive System Health
for Lighting Control

Prolojik



Introducing ProCare

Buildings evolve, users' needs change and so must the systems that create and enhance the spaces. ProCare will help you through these changes.



We offer remote services, providing flexibility and a quicker response time



We only work on our own equipment with experienced commissioning engineers



MIDLANDS METROPOLITAN
UNIVERSITY HOSPITAL



ProCare offers the ultimate peace of mind



Prolongs the life of your system



ARM CAMBRIDGE



WEST COVENTRY ACADEMY

ProCare provides proactive planned maintenance to keep your building in optimal health.

ProCare Benefits



Optimal Building Performance



Regular System Health Checks



Peace of Mind



Remote System Monitoring



Cost Reduction



Emergency Monitoring



Specialist Engineers

Hermit Crab

At Prolojik, we are committed to sustainability and innovation through our Hermit Crab initiative. This initiative reflects our recognition that technology often evolves faster than the lifespan of products, and our philosophy is simple: **never waste a perfectly good shell.**

By prioritising best-in-class materials and a lifecycle-focused design approach, we ensure that our solutions are energy-efficient and future-proof. Enabling our clients to leverage the latest technology while maximising the value of their existing investments.

Hermit crab supports a lifecycle focused design approach, helping with upgrade opportunities, warranty and a sustainable approach to lighting.



ProCare Packages

We provide tailored packages, including exclusive Bronze, Silver, Gold and Platinum options, designed to suit your requirements.

	BRONZE	SILVER	GOLD	PLATINUM
Number of Planned Maintenance Site Visits ¹	1	1	1	2
Number of System Health Checks / Remote ²	1	1	3	2
Number of Remote Service Support Calls Included ³		1	1	1
Number of Priority Call Outs Included		1	1	1
Configuration Management ⁴			✓	✓
Emergency Monitoring Report ⁵			✓	✓
Annual Onsite Graphics Update			✓	✓
Preferential Rates on Critical Spares as Installed			✓	✓
Energy Audit ⁵				✓

As per install and in line with equipment onsite. Contracts will be invoiced monthly.

¹ Normal working hours will be offered in the first instance between 08:00 and 16:00. Out of hours attendance can be arranged on request, subject to additional costs and engineer availability.

² For sites with remote connection capabilities, only Remote System Health Checks will be offered.

³ For sites with remote connection capabilities, Remote Call-Outs will be provided as the first line of support.

⁴ An assessment of the current configuration along with any improvement proposals and subsequent implementation, will be subject to additional charges depending on the scope of work required.

⁵ Subject to features being compatible, purchased and installed onsite. Assessment of current control strategy and optimised based on building performance.

ProCare Testimonials

Comments & feedback from our sites:

“

Your engineer has an outstanding work skill, could we have him to look after this site in the future?

Bloom Clerkenwell

Can I just say a big thank you to your engineer for his efforts yesterday he did so well in helping us and my engineers.

25 North Colonnade

Thank you very much for this, your engineer is a top man!

245 Hammersmith Rd

Thanks again for the great service. All went excellent!

Northcliffe House

Thanks! Great work, can you thank your engineers for me.

Willis Tower Watson

Great progress with works and your engineer was a superstar, can we have them again?

RBS Contract Services Ltd

Your engineer is a legend, amazing work as usual.

2 London Wall Place

”

Definition of Visit Types

Remote Services

Your Prolojik system can connect to our central servers, provided an internet connection is available. This enables real-time monitoring of all system components installed to ensure consistent and reliable performance.¹

Onsite Visit

As part of our planned maintenance visit, we will provide you with an in-depth report showing the health check across the installation handed over. You will be notified of any improvement necessary.

Priority Call-out

As a ProCare customer, you will receive priority on all call-outs providing the support falls within your agreed package. You will not be subject to any additional call out charges.

Energy Audits

Your Prolojik system is capable of providing real-time energy usage data that can be recorded and downloaded into reports. This helps ensure efficient system performance and identifies opportunities for improvement through configuration and upgrades.²

DBAT With Training

All devices connected to our system have a unique short address (SA), for identification and communication. When a light fitting is replaced, the DBAT tool enables you to copy and retain the original configuration name, eliminating additional support from Prolojik. We also offer training to help sites become self-sufficient.

Operational Perspective Training


Perspective software training covers the entire life cycle of your Prolojik control system, from integration to ongoing maintenance. With a focus on system functionality and maintenance. It prepares users to optimise performance and manage your Prolojik system with confidence.

Contact us

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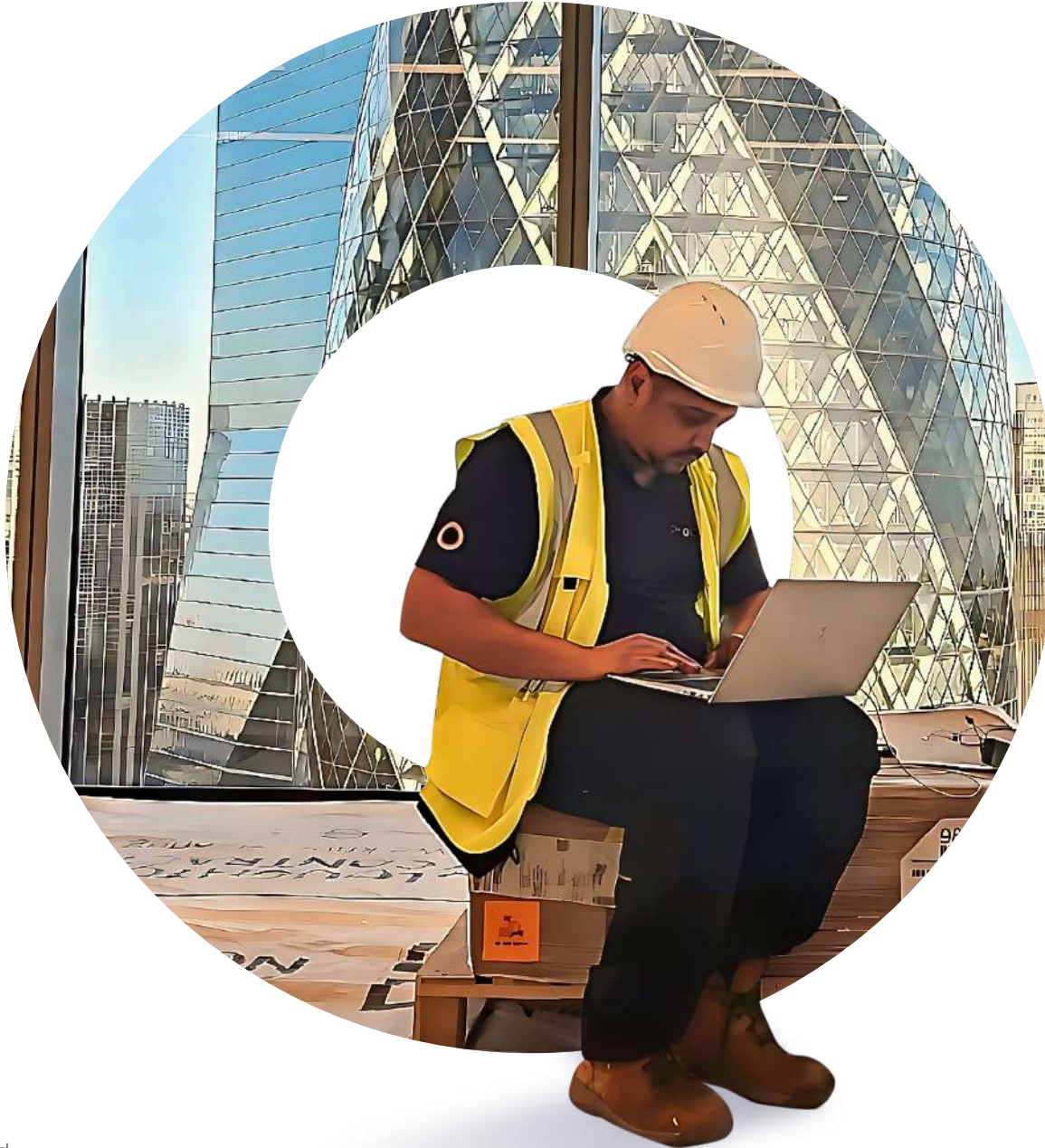
Prolojik PS463
Bluetooth Multi-Sensor

Prolojik PS468
GridEYE Sensor

Prolojik PS467
HEX Multi-Sensor

¹ Network installation and internet connection is the responsibility of the site.

² An assessment of the current configuration, along with any improvement proposals and subsequent implementation, will be subject to additional charges depending on the scope of work required.



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