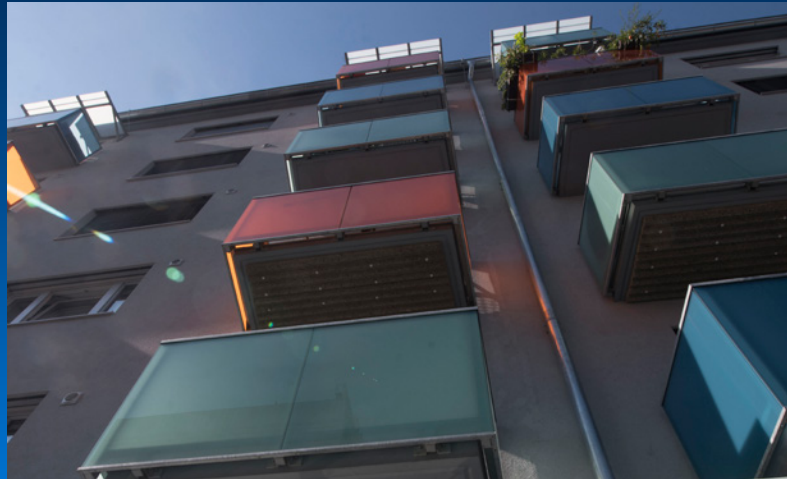


Providing Reliable Support and Service: Affordable Housing



THE SCENARIO

Tenants at an affordable, high-residency housing complex were having issues with their intercom not functioning after an electrical storm. While their on-site guard station could still call and communicate to the tenant stations, the entrance station had stopped working entirely. It was concluded the storm had fried the main display module. Getting the system repaired or replaced quickly was critical because their local building code required all multi-tenant buildings to have an intercom for visitor screening.

Being an older intercom system, parts were no longer readily available. Hired by the building owner, the local security dealer attempted to replace the display module with a part from a different multi-tenant series. It was quickly discovered the part was not compatible with the existing entrance station. With an extremely limited budget, the building owner could not afford a new intercom system. She had no other option but to try and have the affected display module repaired or replaced in the hopes it would fix the system. Even more importantly, the building would come back into compliance with the local code and the owner would avoid getting fined.

A local dealer teamed up with Aiphone to help an owner save significant costs on repairing the building's intercom.

THE SOLUTION

The building owner hired a local dealer who reached out to us for help locating the part needed. It happened to be sitting new on the shelf of one of our long-time distributors, located on the other side of the country.

To work, the new module needed to be programmed on the older system, which would be labor intensive and costly. Hoping to avoid this high cost for his customer, the dealer sent the old module to us for a repair evaluation instead. During the inspection at our Redmond, WA facility, a blown fuse was discovered. When it was replaced, the module fired right up with its previous programming still intact and functional. Total repair charge was under \$100, far less expensive than the replacement cost for a new part. Even better, the building was back up to code within a week, saving the owner a significant amount in fines.

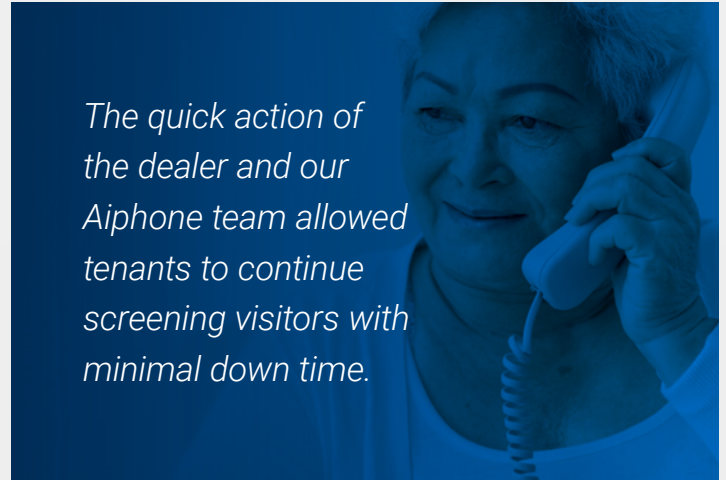


Affordable Housing Complex



Our repair service and support

allowed the owner to provide her tenants reliable building security on a tight budget.



The quick action of the dealer and our Aiphone team allowed tenants to continue screening visitors with minimal down time.

THE BENEFITS

- Security dealer helped the affordable housing complex to avoid a costly fix after a storm knocked out their intercom
- Established manufacturer was able to support legacy multi-tenant system
- Customer service driven manufacturer went the extra mile by reaching out to long-time distributors to locate “new old stock”
- Manufacturer offered a repair evaluation to save reprogramming fees on a new part
- The component was quickly repaired to get the building back up and running within a limited budget

The Chain of Events



Explore *more* unique possibilities on our [Solution Showcase page](#).

