

# HIDDEN COSTS

## OF PRODUCT FAILURES IN BUILDING AUTOMATION

### PRODUCT FAILURES AFFECT



#### INSTALLER/TECHNICIANS

- Decreased customer satisfaction
- Increased labor costs



#### BUILDING OWNERS

- Decreased tenant satisfaction due to failures
- Increased troubleshooting & maintenance costs



#### BUSINESS OWNERS

- Decreased employee productivity due to failures
- Increased troubleshooting & maintenance costs



#### EQUIPMENT MANUFACTURERS

- Decreased final product quality rate
- Lower customer satisfaction
- Increased warranty claims

### HIDDEN COSTS

- Employee Productivity Loss
- Lower Customer Satisfaction
- Decreased Tenant Satisfaction
- Reduced Brand Reputation
- Increased Warranty Claims
- Labor Beyond the Repair (scheduling, window time, etc.)



### HIDDEN IMPACTS OF PRODUCT FAILURE

**\$15,000**  
PER TENANT  
TURNOVER

According to PRIDE Industries, Property Management Finder, and Rosenbaum Realty Group, the cost of commercial tenant turnover can range from approximately \$10,000 to \$15,000 per turnover event.

**89%**

CUSTOMERS TURN  
TO COMPETITORS

According to Advantage Call and Survicate, 89% of consumers start doing business with a competitor following a poor customer experience.

**10%**

EMPLOYEE  
PRODUCTIVITY LOSS

According to a study by the World Green Building Council, poor indoor environmental quality, including inadequate temperature and lighting, can lead to productivity losses of up to 10%.

### USING HIGH-QUALITY, RELIABLE PRODUCTS NEARLY ELIMINATES THE RISK OF FAILURES IN THE FIELD

**100%**

of Functional Devices products are tested before being packaged and shipped to customers.

LEADS TO

**1/16,000**

Less than 1 out of 16,000 products manufactured by Functional Devices experiences a failure.

CUSTOMERS CONSIDER FUNCTIONAL DEVICES THE **GOLD STANDARD.**

**RIB** Functional  
Devices, Inc.®

"CONFIDENCE & PEACE OF MIND IN EVERY BOX."

[www.functionaldevices.com](http://www.functionaldevices.com)

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