

## Services & Support Plans

/FOR VAISALA VERITEQ CONTINUOUS MONITORING AND VALIDATION SYSTEMS

*To ensure your system is always functioning optimally, we provide support, training and services that will maximize the lifespan, value and accuracy of your Vaisala software and hardware. Our services range from turn-key installation and full deployment, to comprehensive training programs. Vaisala's team of engineers, metrologists and technical support experts are committed to ensuring your system functions flawlessly for years. Select from three software support plan options — Standard, Enhanced and Full Support — to ensure the long-term reliability and performance of your Vaisala Veriteq Monitoring and Validation systems.*



### Technical Support

We provide personal e-mail support 7 days a week, 365 days a year and guarantee that any issues will be handled by technicians with deep product knowledge and IT expertise. We respond by the next business day to all email and website queries and representatives are available by phone from 6:00AM to 4:30PM (PST). The Standard support plan is provided free with every Vaisala product for the first year after purchase and includes 8 hours per year of basic technical support for implementation and use of both software and hardware. Standard support also includes free software service releases, notifications of new full software versions, and notifications of hardware calibration intervals. Full and Enhanced support plans ensure you have access to 24/7 support by phone. A Full support plan provides onsite support within 72 hours for any issue not resolved by remote assistance.

### Service Releases and Software Upgrades

We are continually improving our software and send free service releases (i.e.: viewLinc 3.6.5 after viewLinc 3.6.4) whenever patches or expanded functions become available. You'll also be notified by email when full software version upgrades are released (i.e.: viewLinc 4.1 after viewLinc 4.0). Enhanced and Full support plans provide automatic upgrades to the latest software versions. For validated systems, a change control document is provided for software version upgrades and service releases.

*“Vaisala services were an economical choice, saving us many days of work. We also learned a lot more about the system with the Vaisala technician answering questions and providing advice on making the system easy to use.”*

*Senior Director of Facilities,  
US-based clinical-stage  
biotechnology company*

### User Manuals and Training

Every Vaisala system comes with easy-to-follow User and Administrator guides, as well as illustrated Quick Starts for step-by-step instructions on installation and deployment. Use our online resources for technical guidance and troubleshooting steps to take you through set-up and answer common questions about the user interface. Standard support does not include User/Administrator training; however, up to 4 hours of the yearly allocation of technical support (8 hours) can be used for training. Enhanced and Full support plans come with 4 hours of training for Users and Administrators with unlimited technical support by phone, email or Web-based assistance. Onsite group and Train-the-Trainer sessions are also available. These intensive training sessions will help customize your reporting and alarming features and ensure all users are familiar with system features.

Support*	Full	Enhanced	Standard
Unlimited email support	✓	✓	✓
24/7 phone support	✓	✓	
Web or phone support 6:00am to 4:30pm (PST)	✓	✓	✓**
Software updates (Service Releases)	✓	✓	✓
Notification of software releases	✓	✓	✓
Upgrade to new software releases	✓	✓	
4 hours Web-based training for Users/Administrators	✓	✓	
Warranty for Vaisala Veriteq Loggers***	✓	✓	
Validated IQ/OQ change control documents	✓	✓	
Onsite technical support within 72 hours	✓		

\*\* 8 Hours per year

\*\*\* For life of support plan

## Services\*

### Calibration and Maintenance

Choose on-site or off-site calibration to maintain the accuracy of your Vaisala Veriteq measurement devices. All Vaisala calibrations are performed by our experienced technicians and certified NIST-traceable. For demanding applications and strict QA/QC requirements, we recommend calibration performed in our service center, which is accredited to A2LA for ISO/IEC 17025 and ANSI/NCCL Z540-1 standards. Devices returned for calibration also receive full functional testing. We ensure the long-term accuracy of Vaisala devices by sending you email reminders of calibration intervals. We also offer pre-paid calibration plans at a discount to protect against any unanticipated increase in the cost of calibration. With calibration records management, calibration interval notification, and calibration certificates that include "As-Found" and "As-Left" data—unique to Vaisala calibrations—a pre-paid calibration plan significantly reduces the cost of hardware maintenance over time.

### Warranties

All Vaisala Veriteq Data Loggers come with a standard 2-year warranty with an option to extend to 5 years. Warranties are available for new or previously purchased products, (previously purchased products may require a baseline calibration). An extended 5-year warranty ensures the hardware is quickly repaired or replaced, guaranteeing the system's performance and eliminating potential delays caused by repair/replacement quotation and approval procedures. When purchasing either the Full or Enhanced Support plans, a warranty for Vaisala hardware components is included for the life of your support plan. Priority service scheduling is available as part of this plan.

*\*Vaisala services vary by region. To learn more about the services in your area, visit <http://www.vaisala.com/servicecenters>*

### Installation and IQOQ Validation

Our systems are easy to set-up and use, but for fast deployment, we offer turn-key solutions that save time and costs by providing on-site installation, validation, and training by our skilled technicians. For validated systems, we offer comprehensive protocols that you can execute in-house, or have performed by a Vaisala validation expert, which includes an in-depth, post-validation review that will increase your knowledge of the system and ensure proper use. For demanding applications, we recommend full installation, which comes with a site survey by a Vaisala technician and a detailed review of all software functions and hardware configuration.



For more information, visit [www.vaisala.com](http://www.vaisala.com) or contact us at [sales@vaisala.com](mailto:sales@vaisala.com)

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