

VAISALA

Services & Support Offering for Vaisala Veriteq Continuous Monitoring and Validation Systems



“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*

includes 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. Technical support by phone is available for Standard** (see over for table), Enhanced, and Full support plans.

Software Versions & Service Releases

We are continually improving our software and will notify you when service releases are available. Software service releases (i.e.: viewLinc 4.2.1 after viewLinc 4.2.0) are free with all support contracts. You'll also be notified by email when full software versions are available (i.e.: viewLinc 4.2 after 4.1). Enhanced and Full support contracts include upgrades to the latest software versions. For validated systems, a change control document is provided with software version upgrades and service releases.

To ensure your system is always functioning optimally, we provide 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 support and training programs. Vaisala's team of engineers and technical support experts are committed to ensuring your system functions flawlessly for years. Select from three 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

Vaisala technicians with deep product knowledge and IT expertise are available by phone and email during the regular business hours of your nearest service center†. All

support plan customers receive our priority technical support service and are assured fast response. The Standard support plan is provided free with every Vaisala CMS product for the first year after purchase and

†In Europe, business hours are 9:00 to 17:00 CET, Monday to Friday. For all other queries, check with your local Vaisala service center for hours of operation. www.vaisala.com/servicecenters

User Manuals and Training

Every Vaisala system comes with easy-to-follow User and Administrator guides, as well as illustrated Quick Start guides 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. Enhanced and Full support plans come with 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.

Calibration and Maintenance

All Vaisala calibrations are performed by our experienced technicians and certified NIST-traceable. Our service

center is accredited for ISO/IEC 17025 standard. Devices returned for calibration also receive full functional testing. We offer prepaid calibration contracts at a discount to make budget planning easy for the cost of calibration. With calibration records management, calibration interval notification, and calibration certificates that include "As-Found" and "As-Left" data, Vaisala's depot calibration is a competitive alternative to in-house calibrations.

Warranties

All Vaisala Veriteq data loggers come with a standard 2 year warranty with an option to extend up to 5 years. Warranties are available for new or previously purchased products (warranty still valid). To extend the warranty for previously purchased products may require a baseline calibration. An extended warranty up to 5 years ensures that the hardware is quickly repaired or replaced, and guarantees your system's uninterrupted performance. The Full

support contract includes a warranty for Vaisala hardware components for the life of your support plan.

Installation and IQ/OQ Validation

Our systems are easy to set-up and use, but for fast deployment, we offer turnkey 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 our full installation service, performed by a Vaisala technician. This service includes a detailed review of all system functions and hardware configuration to ensure flawless deployment and ease of use.

Support Contracts for Continuous Monitoring and Validation/Mapping Systems		Full	Enhanced	Standard
Priority Technical Support	Priority email support	✓	✓	✓
Priority Technical Support	Web or phone support 9:00 to 17:00 (CET)	✓	✓	✓*
Training	Web-based training for Users/Administrators	✓	✓	✓**
Software Updates	Service releases	✓	✓	✓
Software Updates	Notification of new software versions & service release	✓	✓	✓
Software Upgrades	New Full Version Release	✓	✓	
Validation Documents	Updates for validated IQ/OQ change control documents	✓	✓	
Extended warranty	Extended Warranty for Vaisala Veriteq Loggers for life of support contract	✓		
Depot calibration	Depot calibration	Optional	Optional	Optional

* 8 Hours per year ** Four hours for Full/Enhanced plans; One hour for Standard



For more information, visit www.vaisala.com or contact us at sales@vaisala.com

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