

Jade Smart Cloud Service Description

Vaisala Jade Smart Cloud is a convenient cloud-based data service for managing measurement data. The application can be accessed through a web browser on your mobile phone, tablet, or computer, making it ideal for professionals who want access to quality measurement data anywhere and at any time.

Features

- Online service for monitoring of measurement parameters such as humidity and temperature
- Secure cloud storage of data for two years from data measurement
- Management of measurement locations using an intuitive system of sites and locations
- Connect using a web browser on your mobile phone, tablet or computer
- Add devices and users based on your needs
- No device pairing needed, as devices are associated with a specific cloud account when they are purchased

Cloud Gateways

Jade Smart Cloud can be used with the following cloud gateway devices

- CA10

Data Loggers

Jade Smart Cloud can store data from the following data loggers

- CWL100

Scope of the Technical Support

Vaisala Frontline Technical Support team is available 365 days per year to receive service requests by email, phone and My Vaisala. See the local contact details at www.vaisala.com/en/support. All service requests are logged and tracked until they are resolved to customer satisfaction. The technical support includes troubleshooting software and hardware problems, which will be addressed during office hours of the nearest Vaisala service location. Each service request is handled by a dedicated technical expert. The official language of the technical support is English.

Technical Support Service Conditions

Customer is responsible for nominating a primary contact or system owner who has the authority to make decisions regarding the configuration and operation of the system or products. Technical support may require the participation of on-site customer personnel in order to perform actions that are not possible for remote support staff. Vaisala is not responsible for making decisions regarding what is appropriate and meets the customer's regulatory and/or business needs.

Security Measures

Data transmission is encrypted on radio between CWL100 and CA10 and between CA10 and cloud.

Data visibility in the cloud is limited to the customer account owning the device. Each customer account can have separate user accounts to manage who can access the service.

Minimum Requirements

For CWL100 wireless logger

- Battery replacements
- Probe calibrations (if needed)
- Software updates done with USB cable from time to time
- Needs to be within a radio range of CA10 cloud gateway
- Use in accordance with Vaisala instruction manuals

For Vaisala CA10 cloud gateway

- Mains power or Power over Ethernet
- Internet connection (connected using Ethernet)
- Software updates are automatically installed
- Use in accordance with Vaisala instruction manuals

For Jade Smart Cloud

- Internet connection
- Any modern web browser (Internet Explorer, Firefox, Chrome, Safari)
- Cookies must be enabled
- Data exports available in .csv format from the last 30 days

Service Availability

Vaisala endeavors to keep Jade Smart Cloud available for customers continuously, 24 hours a day and 7 days a week.

Maintenance and Service Breaks

We generally provide scheduled maintenance and updates to Jade Smart Cloud without breaks to the service availability or data measurement collected from Vaisala products. If maintenance or updates cannot be carried out without a break to the service availability, we shall either schedule them to take place on the first Monday of the month or notify of such breaks through Jade Smart Cloud.

In case there are unexpected service breaks, we shall within normal office hours attempt to recover the service as soon as possible. Even if Jade Smart Cloud is temporarily unavailable, data measurements are collected during the unavailability period and synced to the service once it becomes available.