



Triton Support Programs, Spare Parts Offering and Pricing – 2021

This document describes the Triton support programs, the final spare part offering for Triton for the product ramp down support phase, and their pricing effective January 1, 2021.

Triton Support Programs

January 1, 2021 – Prices are USD and both Prices and Listed Items are Subject to Change Without Notice

Overview

The Limited Support SkyServe program continues to be offered in 2021. This provides an inexpensive approach to maintaining your Triton hardware. Daily monitoring is NOT included for the Standard Triton.

The SkyServe Limited Support program includes:

- Online access to all your wind data
- Daily Back-up and Archiving of Data
- On-Call first level support including email and phone
- Triton Observation Platform upgrades when available
- For Heater Tritons, the program includes heater burn monitoring during the winter, but other monitoring is customer’s responsibility. There is no provision for running the heater system except through Vaisala.

Program Description

The SkyServe Limited Support program allows customers to monitor their fleet of Tritons and pay for field repairs as needed. Customers have the flexibility in carrying out field repairs. Either by contracting Vaisala, using their Vaisala Advanced Trained labor and parts, or using a Certified Triton Support Partner. Clients will continue to have access to Vaisala experts to help with remotely diagnosing issues with Triton hardware.

Table 1 shows the coverage details of services included in this program.

Onsite Services	
	Limited Support (Std. Triton \$1,500)
Commissioning Reports (<i>NOTE: Reports are included in the installation price if the Triton is moved/installed by Vaisala</i>)	Included – see Note
Field Repair Deployment (Vaisala or Certified Partners only)	Per Quote
Advanced Field Repair Deployment (Vaisala Labor and Travel)	Per Quote
Replacement Parts Expense	Per Quote
Labor Expense	Per Quote
Travel Expense	Per Quote
Shipping, Expediting and Logistics Expense	Per Quote
On-call Services	
	Limited Support
Standard Phone/Email Support Weekdays 72-hour Weekday Response time	Included
Advanced Technical Support Services (Triton troubleshooting)	Per Quote
Data Analysis Support Services (Triton validation questions)	Per Quote



Customer installation support (Triton Siting questions)	Per Quote
Online and Remote Monitoring Services	
	Limited Support
Data Communications: - Choose satellite or cellular: NOTE: Customer is responsible for initiating the Globalstar, Inmarsat or 4G LTE subscription and paying the monthly communication fees associated with your Triton. <ul style="list-style-type: none"> • Globalstar or Inmarsat communications service • 4G LTE Cellular communications service 	Not Included ** (Customer Pays Direct to Provider) **
Online Data Portal - 24/7 Access	Included
Daily Back-up and Archiving of data	Included
Winter 24/7 Remote Heater Operation (for Triton heater option only)	Optional

Further details of the program can be found in the Limited Support SkyServe contract/proposal template, available on request from your Vaisala sales representative.s

Cost

Due to general cost increases, Triton support program pricing has been adjusted for 2021.

The cost of the program is:

- Limited Support Program for Standard or Heater Tritons: \$2,000 USD.
- Optional for Heater Tritons: 24/ 7 Remote Heater Operations during winter months for an additional \$3,000 USD per year.

Vaisala shall charge for applicable state or federal/national taxes as required in addition to the pricing referenced above. If you have tax exempt status, please share that with your Vaisala representative at the time of contract signing.

Triton Reactivation Fee

For Tritons that have been purchased second-hand, in order to have the Limited Support SkyServe contract established for such a Triton, Vaisala will charge a 5,000 USD reactivation fee (Vaisala part number 950-0019 SERVICES, Triton, Reactivation Fee). This fee is also charged when a customer wishes to reconnect one of their existing Tritons for which a support contract was previously cancelled after receiving the ramp down notification in May 2019. The Triton reactivation fee is charged to recoup the expenses associated with reactivating the data service connection for a previously decommissioned Triton.

Triton Spare Parts End-User Price List

January 1, 2021 – Prices are USD and both Prices and Listed Items are Subject to Change Without Notice

This price list is provided as a reference for the offering Vaisala supports for Triton during the product ramp down support period until 31 December 2024. Some parts may be subject to limited availability, and once existing inventory is depleted, those parts will no longer be offered. The spare part offering pricing has been adjusted for 2021 to reflect the general cost increase.

Table 2 shows the Triton spare part offering and end-user pricing in USD (subject to change without notice).

Item Code	1. Triton - Spare Parts - Modems and Hardware	Price USD
240942	OTS, MODEM Satellite, Inmarsat	6884

252533	Triton Dual Modem Upgrade Assembly, North America	3659
252675	Modem, LTE Cat 3 IP64 RV50 North America/Europe	1269
253196	Configured Modem, "North America/Europe" RV50	5589
253375	Configured Modem, "APAC" RV50X	1590
255069	Triton Generic Cell Modem Upgrade Assembly	708
415-0005	OTS Modem, GSP-1720	1078
415-0010	OTS, MODEM, GPS Receiver, USB Connection	668
415-0014	OTS Antenna, GSP-1720	1304
252145	Antenna, Cellular Broadband Directional, N-female, IP67	244

Item Code	2. Triton - Spare Parts - Printed Circuit Boards	Price USD
125-0001	SWITCH, Contura Actuator Soft, Black	64
510-0001	PCBA, PC104DSP	769
510-0016	PCBA, Tested, Triton Heater Controller	810
510-0025	PCBA, Triton Peripheral Board	12278
510-0043	PCBA, Tested, Triton Modem Carrier II	294
610-0024	ASSEM, Triton, Operator Panel	2665
610-0037	PCBA, Linux Board	1681
ASM211263	Assembly, Triton Inmarsat Operator Panel	2988

Item Code	3. Triton - Spare Parts - Power & Batteries	Price USD
243646	Solar Panel, 90W, 12V, 1209 x 537 x 50mm	641
130-0002	FUSE, 30Amp, Green, Blade Type, 12VDC, ATC	64
130-0003	FUSE, 5Amp, Tan, Blade Type, 12VDC, ATC	64
130-0006	FUSE, 20Amp, Yellow, Blade Type 12VDC ATO/ATC	64
140-0187	Cable, Power, Solar	64
140-0188	Cable, Power, Solar	177
200-0010	BRACE, Triton, Solar Panel, 9" Style	128
405-0005	OTS, BATTERY, 12V, 92AH 810 MCA, Group 27, AGM	1308
610-0056	Assy, Triton Blue Sky / 247282 Programmed	991

Item Code	4. Triton - Spare Parts - Sensors & Peripherals	Price USD
490-0004	OTS, Shield, RM Young	173
610-0004	Assy, Triton Heater, Pressure Transducer	7367
610-0023	Assy, Triton Baro/RH & Orientation	2645
TRITONAMBTEMP.FRU	Triton Field Support Kit Ambient Temp Sensor	2227

Item Code	5. Triton - Spare Parts - Heater Parts	Price USD
028-0004	Sensor, Temperature (Used in Heater Panel)	124
080-0001	Heater Engine, Triton	6610
125-0004	Relay, 40A Automotive	64
280-0001	HOSE, Triton, Bottom, Heated Mirror	264
410-0003	OTS Pump, CM10 Mag Drive F	268
610-0001	Triton Heater Assembly	4284

610-0005	Triton Heater Panel	9521
TRITONHTRSEN.FRU	Triton Field Support Kit Heater Sensors	2969

Item Code	6. Triton - Spare Parts - General Parts & Cables	Price USD
241465	Cable, Ethernet RJ45(M)-RJ45(M), CAT5E, UTP, PVC, 1.5m, Boot, BLK	64
241466	Cable, Ethernet RJ45(M)-RJ45(M), CAT5E, UTP, PVC, RED	64
243951	Triton G2 Speaker Tuned and Tested	284
249338	Triton FRU Standard Starter Kit	16618
252531	Cable, Coaxial SMA(M)-N(M), RG58C/U, 50ohm, 3.05m	153
252672	Formatted SD Card, Triton Linux Board	2292
025-0022	CABLE, Cat5, 3 ft Long, White	64
025-0023	CABLE, Cat5, 3 ft Long, Green	64
025-0024	CABLE, Cat5, 15 ft Long, Orange	64
025-0025	CABLE, Cat5, 15 ft Long, Yellow	64
025-0026	CABLE, Cat5, 15 ft Long, Purple	64
025-0027	CABLE, Cat5, 15 ft Long, Blue	64
025-0035	CABLE ADAPTER DB9 - USB 1.1m black	64
025-0038	CABLE, Cat5, 10ft Long, Pink	64
025-0068	CABLE, 10ft, 12AWG, MC4 M-F Solar Cable Extensio	64
025-0070	CABLE, Cat5, 12 ft Long, Yellow	64
025-0071	CABLE, Cat5, 12 ft Long, Purple	64
025-0072	CABLE, Cat5, 12 ft Long, Blue	64
060-0001	Cable Assy, RF	329
060-0002	Cable Assy, RF	272
060-0035	CABLE ASSY, 64P Ribbon with Ferrite for Hex Array PC104 IF	124
060-0036	CABLE ASSY, 26P Ribbon Cable, 20", Rainbow, Hex Array Power Cable	64
060-0037	CABLE ASSY, 10P Ribbon Cable, 3", Hex Array Linux PB Serial Cable	64
060-0038	CABLE ASSY, 16P Ribbon Cable, 2", Hex Array Linux PB DIO Cable	64
060-0040	CABLE ASSY, Heater Controller Board Reset C	64
060-0041	CABLE ASSY, Pressure Sensor Cable	64
060-0042	CABLE ASSY, Triton Heater Panel, Relay Harness	64
060-0043	CABLE ASSY, Triton, GPRS Power Jumper Cable	64
060-0048	CABLE ASSY, 64P Ribbon Cable for Hex Array PC10	64
060-0056	CABLE ASSY, Triton, Peripheral to DSP Power	64
060-0057	CABLE ASSY, 26P Ribbon Cable, 6", Triton Operat	64
060-0059	CABLE ASSY, Triton Heater Panel, Red Power Batt Lug Harness	150
060-0060	CABLE ASSY, Triton Heater Panel, Black Power Lug Harness	260
060-0061	CABLE ASSY, Triton Heater Panel, 43", Red Heater Power Cable	64
060-0062	CABLE ASSY, Triton Heater Panel, 44", Violet Feedback heater cable	64
060-0065	CABLE ASSY, Triton, 40P Cut Atapi Cable, DSP to	64
060-0075	CABLE ASSY, Triton, Modem Carrier II to GSP1	181
060-0076	CABLE ASSY, Triton, Cable Harness & Junction Box Assem	1626
060-0080	CABLE ASSY, Triton, Operator Panel Power Swi	124
060-0082	CABLE ASSY, Triton, Pos Batt Jumper, Red	64

060-0083	CABLE ASSY, Triton, Negative Battery Jumper, Black	64
060-0086	CABLE ASSY, Heater, Positive Power with Flag Connector	64
060-0087	CABLE ASSY, Heater, Negative Power with Ring	64
060-0088	CABLE ASSY, Heater, Signal with Ring Terminal	64
060-0089	CABLE ASSY, Heater, Switch Harness with Ring Terminals	64
140-0042	CONN, PLUG, Terminal Block, Vertical, 6 Pin	64
140-0054	CONN, Modular Adapter DB9 Female to RJ45 Female	64
140-0056	CONN, Housing, 2 Pos, Single Row, 0.100" Spaci	64
140-0062	CONN, CRIMP FEMALE TERMINAL Socket 22-24awg	64
290-0004	GASKET, Triton, Rear Door	64
600-0005	ASSEM, MECH, Triton Scupper Block	580
610-0016	ASSEM, Triton, Speaker Legacy (non-TPU)	159
900-0037	Triton Performance Upgrade Array (TPU)	19474
ASM211264	Cable Assy, Inmarsat Power Jumper Cable	64
TRITONTPUSPKR.FRU	Triton Field Support Kit TPU Speakers, 6 Pieces	2292