



2023 Triton Support Program

Overview

Vaisala continues to offer the Limited Support SkyServe program for current Triton customers, providing an inexpensive approach to maintaining 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

As of January 01, 2023, onsite services in the Limited SkyServe program are discontinued. The on-call services are 72-hour weekday response time. This includes standard phone/email support. Advanced technical support services, data analysis support services, customer installation support have been discontinued.

The SkyServe Limited Support program allows current Triton customers to monitor their fleet of Tritons. Customers have the flexibility in carrying out field repairs and will continue to have access to Vaisala experts to help remotely diagnose issues with Triton hardware.

As of July 01, 2023, Vaisala will no longer renew SkyServe contracts.

SkyServe Services and Coverage Details

| On-call Services | |
|--|---|
| | Limited Support |
| Standard Phone/Email Support Weekdays 72-hour Weekday Response time | Included |
| Online and Remote Monitoring Services | |
| | Limited Support |
| Data Communications: - Choose satellite or cellular: Customer is responsible for initiating the Globalstar, Inmarsat or 4G LTE subscription and paying the monthly communication fees associated with <i>their</i> Triton(s). For customer's renewing Limited support programs, Vaisala offers a 4G LTE communications kit at a special price of \$1,500 USD plus shipping and taxes. | 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 |



Customer Responsibilities

Monitoring of System and Operational Data

- Customer is responsible for daily or weekly status monitoring of operational data (battery voltage levels, tilt sensors, communications, etc.) in the online Observations Portal. Vaisala will provide first level support with questions or issues via phone or email. Vaisala discontinued second level support.
- Customer can view and download the collected wind data from the secure SkyServe web-based Observations Portal and download data in a .CSV file suitable for import to most analytical programs. Vaisala support does not include inspection of wind data to determine suitability for wind resource analysis or any other application.

On-Site and Factory Repairs

- Customer is responsible for all repairs required for the Triton. Vaisala has discontinued all repairs on Tritons.

Communications

- Customer is responsible for initiating the communication subscriptions and paying the monthly fees for either Globalstar, Inmarsat or 4G LTE cellular. (The lowest cost choice is 4G LTE cellular communications).
- Customer's renewing Limited support programs, Vaisala offers 4G LTE communications kit at a special price of \$1,500 USD plus shipping, taxes and installation.

Customer "On-Site Representative"

- To facilitate additional remote troubleshooting the Customer shall be responsible for designating an "on-site representative" to handle on-site inspection and minor maintenance of the Triton in the event that Vaisala or the Customer determines that the equipment is not functioning optimally. The "on-site representative" of the Customer should be an individual that can access the Triton site to assist you with site inspections as needed.

Exclusions

- Items not included under the One-Year Manufacturer's Warranty or the Limited Support Program contract are as follows:
- Special ground anchoring or site preparation
- Snow platforms or trailers
- Special equipment needed for site access
- Damage from vandalism, shipping, improper handling or miss-use
- Environmental damage caused by flora and fauna, exceptional weather events or other acts of God
- Triton Batteries
- Propane fuel for heater-equipped Tritons
- Methanol fuel for fuel cell-equipped Tritons
- Triton Relocations
- Labor
- Spare parts
- EFOY hardware outside of the SFC manufacturer's warranty for fuel cell-equipped Tritons

Spare Parts

Spare parts: Due to product obsolescence and ramp down, Vaisala can no longer guarantee spare parts availability. Final spare parts orders will be taken until March 1, 2023 and will be fulfilled depending on availability. After this date, Vaisala will offer spare parts as available with no guarantees of availability. Please note that the pricing of spare parts has been adjusted for 2023 to reflect a general cost increase.