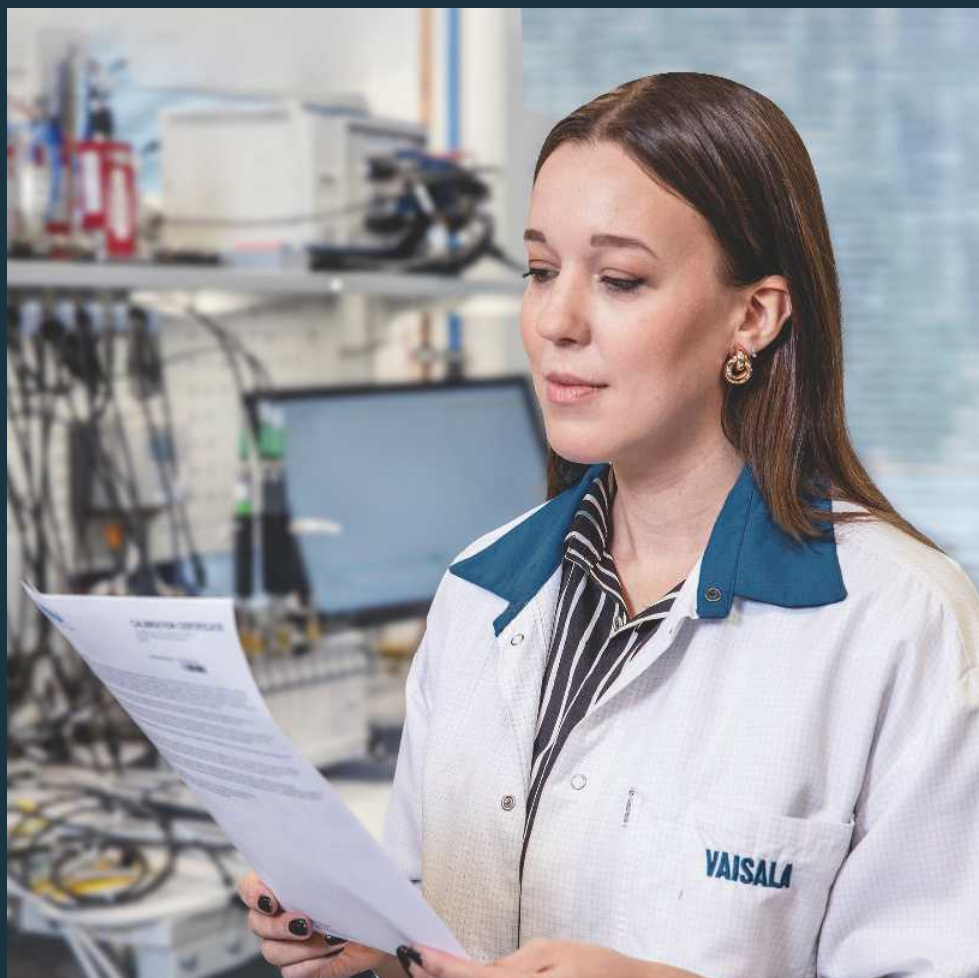
VAISALA

Life Cycle Services for Vaisala viewLinc Continuous Monitoring System

Brochure



At your service throughout the life cycle of your Continuous Monitoring System

Vaisala provides comprehensive customer care for the entire life cycle of the Vaisala viewLinc Continuous Monitoring System (CMS). These expert services will ensure that your CMS provides reliable monitoring throughout its operational lifespan.

Worldwide experts at your service

Vaisala's service and support teams provide you with an in-depth understanding of critical environments, network technologies, and measurement devices. We help ensure that your CMS is efficiently and effectively deployed so that it meets or exceeds the most stringent compliance requirements for installation in GxP-regulated environments.

Choose the optimal combination of life cycle services for your viewLinc CMS:

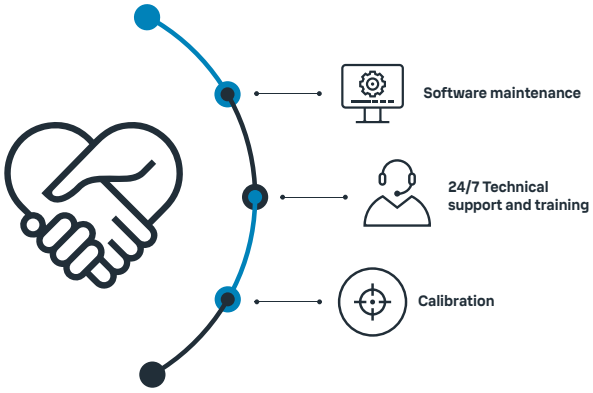
- VIEWLINC LIFECYCLE MAINTENANCE AGREEMENT
- INSTALLATION & CONFIGURATION
- IQ/OQ VALIDATION
- CALIBRATION SERVICES
- TRAINING
- VALIDATION MAPPING

"The Vaisala team is well qualified, easy to work with, and became a part of our team. This relationship was a major reason that our original goal of project completion [for a 2000 point, 60 site system] within two years was met."

Joe Cwiertniewicz, Facilities Manager, McKesson

viewLinc Life Cycle Maintenance Agreement

Our life cycle services provide you with expert support throughout the lifetime of your CMS to ensure reliable monitoring. Choose the services that suit your needs best, or consult our experts to help you decide.



viewLinc Life Cycle Maintenance Agreement

The viewLinc Life Cycle Maintenance Agreement (LCMA) is an agreement designed to ensure that your viewLinc CMS is always up to date in terms of performance and regulatory compliance. It also helps ensure you get maximum benefit from your viewLinc CMS with support from our experts. The agreement comprises software updates, enhanced support and training for your staff, and remote emergency support.

Software updates

Software updates ensure that your viewLinc CMS is updated regularly to address technological advances and changes in regulations. Updates are provided free of charge and include supporting documentation.

Enhanced support and training for your staff

Enhanced support means that Vaisala technical experts will help you to solve any technical challenge you might face when using Vaisala hardware and software. All queries are answered by a Vaisala expert on the next working day at the latest. The service also includes a fixed amount of pre-planned training and/or consultation on topics of your choosing. Training is recommended when you first start using viewLinc and when you are onboarding new staff.

For technical support, contact us via MyVaisala portal or the Vaisala helpdesk at helpdesk@vaisala.com.

Remote emergency support

Remote emergency support is available to help troubleshoot the root cause of critical issues with Vaisala hardware and software that inhibit core system functions. Support is available 24/7 via Vaisala's dedicated emergency support number.

"Over the years, Vaisala's field support has assisted us for complex system integrations, supporting all our needs effectively. Vaisala has enabled us to reduce the time it takes to create a fully GMP-monitored environment. That provides us with a competitive edge."

David Teer, Senior Engineering Manager, Viral-based Therapeutics, Lonza Houston.

Installation and configuration

Vaisala's experienced technicians are available to manage and perform the installation and configuration of your viewLinc CMS. Our installation service ensures flawless system deployment and efficient start-up without burdening your resources. We also offer update and expansion services for existing viewLinc systems.

Installation service includes:

- Collaborative planning
- Installation of all measurement devices and network hardware
- Software installation and configuration
- User and administrator training
- System handover

Efficient and worry-free installation

With our comprehensive installation service you can be certain that the system deployment meets all your operational and regulatory requirements.

Comprehensive training

Our installation service includes hands-on user and administrator training to ensure staff can make effective use of the CMS from day one.

Expert support

Vaisala's service technicians have expert knowledge of our hardware, software, and associated technologies. They are experienced in setting up systems for critical and GxP-regulated environments.

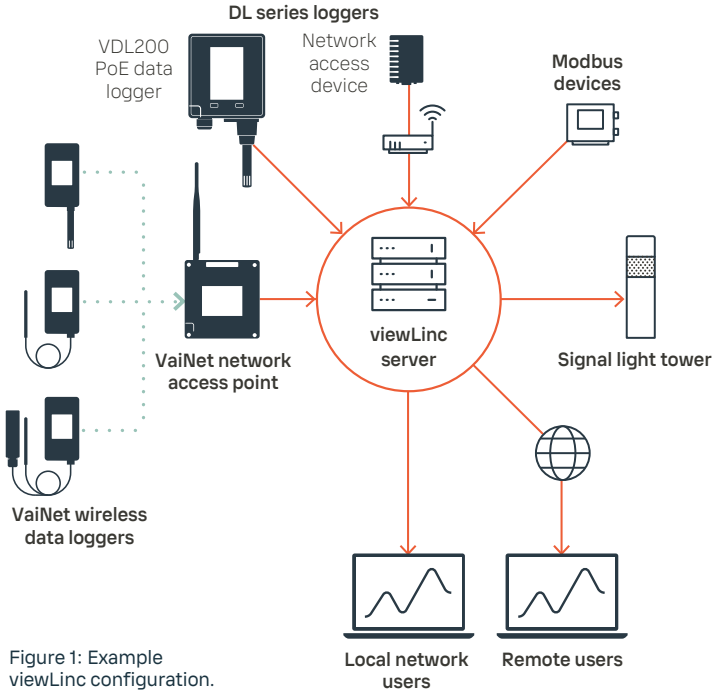


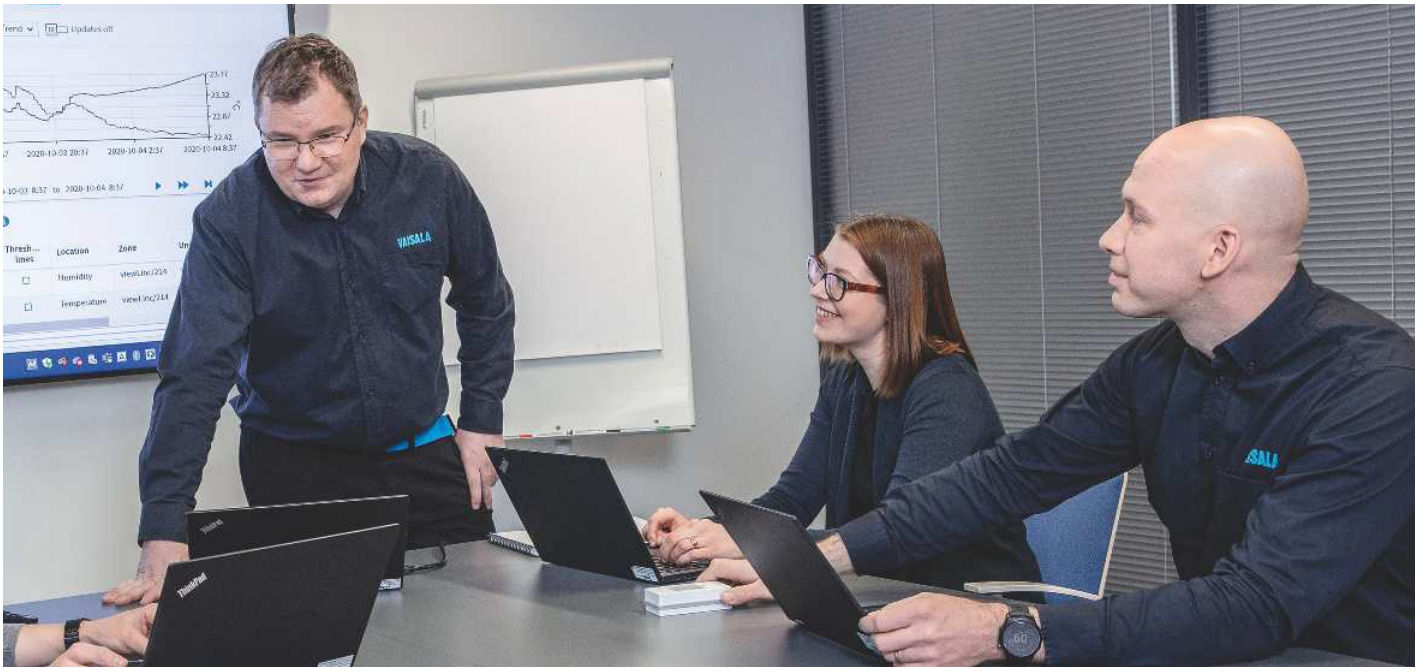
Figure 1: Example viewLinc configuration.

"The system was installed with the help of Vaisala Field Service. When a Joint Commission surveyor returned, we presented him with printouts of viewLinc records for the dates and times of his choosing. He was impressed."

Frank Gee, Director of Facilities, Hazel Hawkins Memorial Hospital, California

Validation

Ensure a high quality validation of your monitoring system and reduce system implementation time by using our expertise and understanding of GxP quality systems.



IQ/OQ validation

VEnsure high-quality validation of your monitoring system and reduce system implementation time by using our expertise and understanding of GxP quality systems.

Vaisala offers on-site Installation Qualification (IQ) and Operational Qualification (OQ) services for the Vaisala viewLinc CMS.

IQ captures the baseline configuration of your system and provides evidence of control that aligns with GxP guidelines. OQ provides evidence that your monitoring system is operating as designed, encompassing all GxP functions of the system including audit trails, tamper-proof data, and the relevant requirements of 21 CFR Part 11, EU GMP Annex 11, and PSFB 040122.

Economical and efficient

Monitoring system validation performed by a skilled and experienced Vaisala technician is an economical choice, providing significant savings in time and resources. Let us take care of IQ/OQ system validation so that you can concentrate on your core business.

The quickest way to audit-ready monitoring

Our understanding of GxP regulations and quality system standards in life science industries ensures that your viewLinc CMS is validated, documented, and ready for regulatory scrutiny.

Comprehensive validation documents

Our validation service includes full documentation to demonstrate that the system is operating according to specifications and that it meets quality standards and regulatory requirements.

"The viewLinc system is not only easy to validate to GMP compliance, but it's also more efficient than all the hard wiring typically required by automation and control systems."

David Teer, Senior Engineering Manager, Viral-based Therapeutics, Lonza Houston

Calibration services

Vaisala offers several calibration options for CMS data loggers and instruments to verify and ensure their measurement accuracy.

Simply choose from Service Center Calibration, On-site Calibration, or our Probe-Swapping Service and leave the rest to our experts. All calibration options include official calibration certificates for both internal and external audit purposes.

We also offer cost-efficient Calibration Care agreements which include priority processing. You can learn more about the benefits of a Calibration Care agreement here.

Service Center Calibration

Traceable ISO 9001 or accredited ISO/IEC 17025 calibration performed at a Vaisala calibration laboratory:

- Wide calibration ranges and extensive options
- Adjustment included and repair services available as an option
- Includes calibration certificate with as-found and as-left results

On-site Calibration

Single or multi-point calibration, accredited if required, performed at your site by Vaisala experts:

- No system downtime or lost data
- Carefree and convenient – saves in-house resources
- Includes calibration certificate

Probe-Swapping Service

Avoid calibration-related downtime with our Probe-Swapping Service, which provides you with a replacement probe with an as-found calibration certificate.

- Factory calibration accuracy with minimal downtime
- Probe replacement can be performed in seconds

Vaisala service centers providing ISO and Accredited calibration services

Boston	Helsinki	Beijing	Tokyo
ilac-MRA, ACCREDITED, CALIBRATION LABORATORY CERTIFICATE # 2083.01	ilac-MRA, FINAS Finnish Accreditation Service K008 (EN ISO/IEC 17025)	ilac-MRA, CNAS, 中国认可 国际互认 校准 CALIBRATION CNAS L10243	ilac-MRA, IA Japan JCSS 0123, JCSS

ALL PARAMETERS CALIBRATED:
Relative Humidity, Temperature, Dew Point, Pressure, Carbon dioxide and Hydrogen peroxide

Please visit store.vaisala.com to see services availability and terms in your area.

Training

Vaisala offers comprehensive training services for viewLinc customers to ensure staff are properly trained on the system's functions and capabilities. Whether you are deploying a new monitoring system, expanding an existing one, or adapting to staff changes, our comprehensive training ensures proper use of the system and compliance with regulations such as FDA 21 CFR 211.25.

Choose the training option that serves your needs best:

- Remote training with Vaisala technical support experts via Teams
- On-site training with hands-on exercises; typically delivered with our Installation Service.

Validation mapping

Understanding the critical process parameters of a controlled environment is crucial to the safe and effective use of that space for manufacturing, storing, processing, and distributing pharmaceuticals, biological materials, and medical devices. The Vaisala Validation Mapping Service ensures that you fully understand the variability of conditions and qualify controlled environments.

The Validation Mapping Service includes:

- Thermal mapping and analysis of environments
- Mapping equipment used during the service
- Mapping study documents

Inquire about availability of the Validation Mapping Service in your region here.

"As our research has evolved, viewLinc has met our needs. We are extremely pleased with the viewLinc system and the services Vaisala provides."

Dr. Leonardo Motta, Medical Laboratory Supervisor, Health Research Institute, University of Caxias do Sul, Brazil

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