

# Aircuity Assurance Services

## Keep your OptiNet<sup>®</sup> system operating safely and effectively

» **Aircuity's Assurance Services** were created to make certain that your system continues to run safely and effectively over time. **Three** services make up the bundle: Sensor Assurance, Hardware Assurance and Remote Monitoring. Each of these delivers important benefits that are critical to ensuring system integrity, accuracy and reliability year after year.

## 1 Sensor Assurance

The accuracy of the OptiNet system is dependent upon the accuracy of the sensors. All sensors drift and require re-calibration on a regular basis, and they need to be replaced periodically with new sensors. Through Sensor Assurance the process is managed for you and freshly calibrated sensors are provided for the life of the installation!

- **Sensor Calibration**
- **Sensor Exchange**
- **Sensor Element Replacements**
- **Sensor Hardware Replacements**
- **Sensor Firmware Upgrades**

Certificate of Calibration	
Serial Number: 2525-020-0	Calibration Date: 04/20/12
Calibration Number: 00000001	Calibration Interval: 6 Months
Next Calibration Date: 10/20/12	

Two Point Temperature Sensor Calibration	
Flow Rate: 2 liters per minute	
Temp (°C)	Temp (°F)
0	32
100	212
150	302
200	392
250	482
300	572
350	662
400	752
450	842
500	932
550	1022
600	1112
650	1202
700	1292
750	1382
800	1472
850	1562
900	1652
950	1742
1000	1832

Procedure: Calibration, NIST, Class 1	Procedure Number: 00000001
Monitor Reference: Mass balance through gas dispersion bottle	Reference: 00000001
Flow Control: Manual	Flow Control: Manual
Environment: Temperature: 25.0°C	Humidity: 50.0%
Flow Rate: 2.0 L/min	Flow Rate: 2.0 L/min



» With Aircuity's Sensor Assurance services, freshly calibrated sensors are provided for the life of the installation.

## 2 Hardware Assurance

Aircuity's systems are designed to be a long-term solution for your facility and Hardware Assurance makes certain that all of the components of your system are operating at their peak performance for years to come. **Replacement** of the following system components assures system integrity:

- **Vacuum Pumps**
- **Uninterruptible Power Supply (UPS)**
- **Information Management Server**

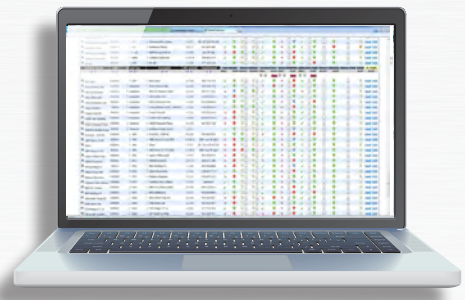


» Hardware Assurance is an extended warranty that is provided for components with known lifecycles. This service is typically provided during sensor exchanges.

## 3 Remote Monitoring

While the operation of your Aircuity system is nearly invisible to building occupants, the **Aircuity Customer Support team members routinely review** the status of your OptiNet system. Areas of focus are:

- **Data Upload**
- **System Events**
- **Sensor Performance**



» With Remote Monitoring, detected issues are addressed remotely or by dispatching a certified technician to perform a service call.



## Aircuity Assurance Services Include:

### 1) SENSOR ASSURANCE

- **Sensor Calibration:** Sensors require periodic calibration to ensure their long-term accuracy and reliable performance. All sensors undergo scheduled factory recalibration twice per year. These factory performed services include sensor calibration and a functional test of the unit based on the sensor manufacturer's instructions. A calibration certificate is available for each sensor, which contains information on calibration settings and the values obtained during its full range of testing.
- **Sensor Exchange:** Every six months, freshly calibrated sensors will be shipped from Aircuity's Calibration Laboratory to the Aircuity representative for installation at the Sensor Suite. The representative will exchange the calibrated sensor for the one currently in the system and return the previous sensor to the factory in the prepaid package provided by Aircuity.
- **Sensor Element Replacement:** The sensor element is the internal component that performs the actual sensing. Sensor elements are consumed, wear out, and/or become inactive over time as a natural part of their operation. Sensor element replacement is performed as required during the course of sensor calibration at no additional charge to the customer. As the element degrades and/or wears out over time, it is routinely replaced to assure the OptiNet system is operating at peak performance.
- **Sensor Hardware:** The repair or replacement of any defective sensor component is covered by the hardware aspect of Sensor Assurance.
- **Sensor Firmware:** Periodic upgrades to correct firmware issues, bugs, and fixes are covered by the firmware aspect of Sensor Assurance.

### 2) HARDWARE ASSURANCE

Certain subcomponents of the OptiNet system have a calculated life span; Aircuity's Hardware Assurance service will provide for the replacement of these elements (vacuum pump, UPS, and Information Management Server) free of charge.

### 3) REMOTE MONITORING\*

On a routine basis trained Aircuity customer support staff remotely monitor system performance, focusing on three main areas:

- **Data Upload:** Verification is performed on every test area to ensure it is uploading correctly.
- **System Events:** The system is scanned for proper functionality and is checked for such events as leak test failures and communication issues.
- **Sensor Performance:** Sensor performance is reviewed for a number of conditions including out of range, failure, and calibration due date. Any issues found are either solved remotely or by sending Aircuity certified service technicians.

### SUMMARY

Sensor Assurance, Hardware Assurance, and Remote Monitoring combine as a single package to keep your system functioning just as well as the day it was commissioned. With Aircuity Assurance Services you can reap the benefits of substantial energy savings and superior indoor environmental quality without worrying about the maintenance of systems and sensors.

For more information on how Assurance Services can benefit your facility you may visit [www.aircuity.com/services/aircuity-assurance-services](http://www.aircuity.com/services/aircuity-assurance-services) or contact your local Aircuity representative.

*\*An active internet connection is required to receive these services.*

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