



## Service Level Agreements

*vanwaltCONNECT* is the versatile, flexible, sophisticated and accurate web based system which we have been offering for almost three years. The philosophy behind this service is: data collected onsite can be accessed from your desktop and shared between users to whom you give permission. This data is available 24/7; 52 weeks of the year; for however many years you need it. In many cases you will have alarms in place when critical levels, flows or other data have been breached.



To ensure the continuation of your *vanwaltCONNECT* service we have introduced two new options to safeguard the data you rely on every day.

### Keep-On Going Option

<b>Keep-On Going Option</b>	
<b>Definition:</b>	The key elements you need on an annual basis to keep your system running.
<b>Elements:</b>	<ul style="list-style-type: none"> <li>• <i>vanwaltCONNECT</i> graphic interface &amp; secure data storage</li> <li>• Annual Sim Card</li> <li>• Monitoring of battery levels</li> <li>• Notifications of any interruptions to service</li> <li>• Maintenance of the Desiccant tube (Exchange)</li> <li>• Labour &amp; Administration charges</li> </ul>
<b>Parameters:</b>	Monday to Friday: 08:30 to 17:00, standard working days
<b>Cost:</b>	£375 + VAT per annum on first unit £255 + VAT on subsequent units on the same account

What's not included is any repairs or replacement of equipment outside of warranty\*; site visits; replacement parts or data retrieval.

### Logger for Life Option

<b>Logger for Life Option</b>	
<b>Definition:</b>	Complete peace-of-mind and data security option where you never need to worry about the equipment. A replacement unit is sent to you at agreed verification points and you exchange your system with the new unit and return the originals to us. Please note that we will replace "like for like" or, if the technology has changed, the replacement might be with a different product with the same or better specifications.
<b>Elements:</b>	<ul style="list-style-type: none"> <li>• Complete annual replacement of Sensor(s), <i>vanwaltDatHub</i>, cable(s) &amp; solar panel</li> <li>• Graphic interface &amp; secure data storage</li> <li>• Annual Sim Card</li> <li>• Monitoring of power &amp; any interruptions to service</li> <li>• Replacement Desiccant tube</li> <li>• Labour &amp; Administration charges</li> </ul>
<b>Parameters:</b>	Monday to Friday: 08:30 to 17:00, standard working days
<b>Cost:</b>	From £127 + VAT per month*

\*Complete system with PT12 and Solar for level, 5 metres. Costs will vary according to number & type of sensors, depth of deployment; number of *vanwaltCONNECT* systems and power supply.



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Within your Logger for Life Option we have SLAs so if you notify us of an equipment problem we will prioritise our response to meet the following agreed criteria. All times are within UK standard working days and between the hours of 08:30 and 17:00. Extended cover outside of the times below can be set by separate agreement.

### *Priority 1*

<b>Definition:</b>	Site critical which results in danger to life; damage to property or significant loss of income.
<b>Van Walt response:</b>	Within 30 minutes of receipt
<b>Closure target:</b>	6 working hours

### *Priority 2*

<b>Definition:</b>	A problem that means loss of data the impact of which might potential lead to, over a period of time: property damage; contamination; unrealistic data for evaluation.
<b>Van Walt response:</b>	Within 1 hour of receipt
<b>Closure target:</b>	8 working hours

### *Priority 3*

<b>Definition:</b>	A non-critical system failure like battery loss.
<b>Van Walt response:</b>	Within 2 hours of receipt
<b>Closure target:</b>	24 working hours

Under the vanwaltCONNECT Logger for Life service agreement we will:

- Notify you by email of a target response time to resolve any issues and should this change once your case has been reviewed, we will keep you informed.
- If an item stops working Van Walt will priority replace the equipment should remote troubleshooting procedures not fix the problem.
- If we need to go onsite we will only charge travel expenses.