Assurance Services Commitment

Aircuity's Assurance Services Commitment (ASC) is a comprehensive warranty & service offering created from our customers' need for full assurance that they will not have another deferred maintenance item in their facility. While it is often confused with a standard labor services agreement; it is much more! Aircuity's ASC is a complete offering that consists of a **full warranty on all electronic equipment, data & analytic services, PLUS regularly scheduled sensor recalibrations**. This solution provides flexible term coverage for up to 5 years so clients have full visibility into the life cycle cost vs. benefits of the Aircuity platform. The ASC is a solution that changes the way clients can procure a life cycle cost solution, without unforeseen and expensive future upgrades or replacements.

Sensor Calibration

Freshly NIST traceable calibrated sensors will be installed by the Aircuity representative once a year or bi-annually depending on the application and system configuration. This ensures the best possible system performance and accuracy of data.

Hardware Assurance

Aircuity's system is designed to be a long-term solution for your facility. However, should a component have an unexpected failure or come to its end of life, Aircuity's Hardware Assurance will cover the replacement of all critical consumable components:

- **Sensors**
- **Sensor Suites** (SSTs)
- **Air Data Routers** (ADRs)
- **Information Management Systems** (IMSs)
- **Vacuum Pumps**

This guarantees that the system is always operating at its peak performance independent of its age.

Accurate ventilation for healthy, sustainable buildings. | AQaaS™

Monitoring

While the operation of Aircuity will be nearly invisible to building occupants, Aircuity will remotely monitor the daily status of cloud-connected systems to ensure correct and uninterrupted operation and alert your Representative of the following conditions that might require on-site intervention:

Communication Issues - reports the following components have not communicated any data for 24 hours:

- **Sensors**
- **SSTs**
- **ADRs**
- **IMSs**

Component Failure - reports the following components are in a failed/non-functioning state:

- **Sensors** that are either flatlined or outside manufacturer spec for more than 12 hours
- **Pumps** not providing the required vacuum for over 12 hours

Data Reporting and Analytics

All cloud-connected customers will have access to air quality and energy savings data logged by the system in both aggregated and room-level detail, covering the current year and the two previous calendar years (older data will be archived and remain available for retrieval when requested). This data includes:

- **System Dashboards**
- **Graphing & Exporting Capabilities**
- **Mobile/Web APIs**
- **BACnet Data Sharing**
- **Internal and External Benchmarking**

Summary

☑ **Calibrated Sensors**

☑ **Hardware Covered**

☑ **System Monitored**

☑ **Insightful Data**

Aircuity's Assurance Services Commitment keeps your system functioning just as well as the day it was commissioned. Aircuity will handle system and sensor maintenance while you enjoy the measurably better environment and access to building performance data. With an active ASC, Aircuity will continuously deliver accurate ventilation for healthy, sustainable buildings. **You're covered!**