

## Service Level Sheet: Connected Automated Monitoring+

Please take a few minutes to carefully read the Key Information set out below.

Your Subscription and any agreement made under these Terms of Service constitutes a contract between you and Checkit Europe Limited or Checkit UK Limited as the case may be (referred to below as “we” or “us” and expressions such as “our” shall be defined accordingly). The name of the Company with which you are contracting will be specified in your Quote.

To understand terminology definitions used in this document, please refer to our [‘Terms of Service’ document >>](#)

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## Remote Response and Reactive Repair

If you are storing critical materials of any kind, the Automated Monitoring+ 4R service provides rapid response and resolution for your complete peace of mind inclusive of parts and labour, as applicable. We will provide same-day remote response to any technical issues raised and on-site response by a fully trained field engineer within 2 working days, if required.

### FEATURES

- Quick access to expert remote technical support and on-site fully-trained field engineers.
- Any Automated Monitoring+ Equipment which fails owing to standard wear and tear is covered within your Subscription.
- Any Reactive Repair field engineer site visits are covered within your Subscription\*

### Service Levels

- Remote technical response and support
  - same Business Day
- Escalation of remote technical support issues to field engineers
  - within 1 Business Day of our initial response
- On-site reactive repair commitment, where required
  - within 2 Business Days of our initial response
- Replacement parts dispatch
  - 1 Business Day from initial notification (excluding third party products) \*\*

### SPECIFICATION AND PROCEDURES

- In respect of Automated Monitoring+ Equipment requiring replacement, one of the following options will apply:
  - a) EITHER Replacement units will be dispatched to you free of charge for replacement by you, in which case the failed unit must be returned to us within 14 days of our dispatching the replacement unit or additional charges will apply.
  - b) OR If deemed necessary and at our sole discretion, a field engineer will be scheduled to attend site to undertake Reactive Repair work in accordance with the above Service Levels.
- On completion of any on-site work we will complete a formal Reactive Repair Report describing the work carried out for signature by you. We will issue you with a copy of the signed Report within 10 Business Days of signature. The Report will also be uploaded to your Automated Monitoring+ Cloud Application.
- Replacement batteries for Automated Monitoring+ Equipment will be provided free of charge as per the above Service Levels for installation by you. Should you require us to undertake battery replacement a labour charge will be payable.
- If we elect to utilise the services of specialist sub-contractors to undertake the Automated Monitoring+ 4R service in part or in whole, we will inform you of this prior to any work being undertaken.

### What we require from you to deliver this service

- You agree to provide our engineers exclusive, unrestricted access to the relevant Monitored Equipment. The Monitored Equipment shall not be available to your staff whilst we are working on repairing the identified fault.
- You acknowledge that your staff may be required to remove monitored materials from the Monitored Equipment in order for us to deliver this service. Our engineers shall not remove any monitored materials from the Monitored Equipment.

## Your responsibilities

- Immediately notify us of key changes to Monitored Equipment – relocation, retirement, change of use, etc.
- Immediately inform us of any planned replacement of Monitored Equipment
- Provide us with exclusive, unrestricted access to the sensors within the Monitored Equipment.

\* Excluding labour for routine battery replacements

\*\* On Business Days only, where initial notification is received prior to midday

## Calibration temperature

**Automated Monitoring+ Calibration offers a uniquely convenient annual, on-site, ‘calibration-in-situ’ service.**

Our team of trained field engineers come to you at your site(s) to carry out ISO17025 accredited calibration on your system, removing the stress of having to uninstall and send away your sensors. We use specially developed tools to calibrate your Automated Monitoring+ sensors, ensuring you can formally certify to the relevant regulatory bodies that your critical materials are constantly stored in Monitored Equipment operating at a calibrated state traceable to national standards.

## FEATURES

- An annually recurring service delivered on-site for your convenience
- Single and multi-point options performed in-situ by specialist Automated Monitoring+ engineers
- Traceable to national standards in full accordance with ISO 17025 UKAS accreditation (9474)

## Service levels

- We shall continue to hold UKAS ISO17025 accreditation
- We shall give at least two weeks’ notice of planned site attendance
- We shall issue a Calibration Certificate within two weeks of completing calibration

## SPECIFICATION AND PROCEDURES

### Calibration Service Specification

- At a time to be agreed between you and us in line with the above service levels and within 12 months of the date of the relevant Accepted Quote, we shall undertake calibration of the sensors in your Monitored Equipment located at the sites listed during system installation unless otherwise agreed in writing between you and us.
- Unless otherwise agreed in writing we shall schedule our engineers to calibrate the sensors in the Monitored Equipment in a single visit (over one or several day/s) whether they are on one or multiple sites.

- On site sensor calibration shall be carried out using electronic reference thermometers calibrated to accredited UKAS17025 standard and documented in accordance with UKAS procedures.
- Temperature calibration shall be undertaken in accordance with Checkit Europe Limited's UKASISO17025 accreditation (9474) and associated technical and QMS documentation.
- A battery life check and WARP firmware update will be carried out as part of the Calibration visit. (A full system health check is available as part of our Maintenance service offering.)
- Should we identify faulty Equipment outside of warranty during our visit, we shall issue you with a Quote for its repair or replacement within one week of leaving site. Upon receipt of an Accepted Quote and/or purchase order, we shall arrange a subsequent visit, if necessary, to repair or replace the Equipment.
- If we identify the need for installation of additional wireless signal repeaters, due to changes at your site since our previous visit, these shall be supplied and installed upon receipt of an Accepted Quote and/or purchase order.
- If we attend site on any agreed dates and are unable to perform our calibration or other agreed work for reasons outside of our control, this shall result in additional charges being levied for additional visits.

### What we do and what we require from you to do it

1. Two weeks prior to attending site we shall send you a list of all sensors that we are intending to calibrate during our visit. You should review this list and notify us of any anomalies or relevant missing sensors no later than one week prior to our scheduled visit.
2. You agree to provide our engineers exclusive, unrestricted access to the relevant Monitored Equipment. The Monitored Equipment shall not be available to your staff until calibration has been completed.
3. You acknowledge that your staff may be required to remove monitored materials from the Monitored Equipment. Our engineers shall not remove any monitored materials from the Monitored Equipment.
4. In extreme circumstances, due to the build-up of ice, it may not be possible to carry out a sensor calibration on specific Monitored Equipment on the day. In such circumstances, we shall inform you of the Monitored Equipment that may require emptying/defrosting and provide a Quote for a subsequent visit. Upon receipt of an Accepted Quote and/or purchase order, and upon confirmation from you that the Monitored Equipment is now in a suitable state for calibration to be performed, we shall arrange a subsequent visit to perform the calibration.
5. Should a sensor be found to be out of tolerance, then an offset value shall need to be entered in the appropriate WARP/LCMU panel to correct the error. Prior to entering such an offset correction value, we shall require written confirmation from you that this is acceptable. If we do not receive such confirmation, we shall not undertake any corrective action and our report shall highlight the sensor errors, as applicable.
6. Within two weeks of our calibration visit, we shall issue you with a formal Calibration Certificate. This shall also be uploaded to your Automated Monitoring+ Cloud Application.

### Single Point Temperature Calibration

1. All single-point probe calibration is undertaken with the sensors in situ and the Monitored Equipment operating at normal temperature.
2. For the duration of the calibration process normal automatic alarm monitoring and recording of the Monitored Equipment temperature shall not be available and you should make suitable arrangements to locally monitor the Monitored Equipment until calibration is completed.

### 3-Point Temperature Calibration

1. 3-point temperature calibration is a time-consuming exercise in which the sensors concerned must be removed from the Monitored Equipment and placed in either a dry block or liquid bath calibrator.
2. Our engineers shall require exclusive, unrestricted access to the relevant Monitored Equipment. The Monitored Equipment shall not be available to your staff until calibration has been completed.
3. For the duration of the calibration process normal automatic alarm monitoring and recording of the Monitored Equipment temperature shall not be available and you should make suitable arrangements to locally monitor the Monitored Equipment until calibration is completed.
4. You are required to agree the three specific temperature values of the calibration points one week prior to our commencing calibration work.

### Your responsibilities

- Immediately notify us of key changes to Monitored Equipment – relocation, retirement, change of use, etc.
- Immediately inform us of any planned replacement of Monitored Equipment
- Provide us with exclusive, unrestricted access to the sensors within the Monitored Equipment.

## Cloud and Sensor Monitoring

The secure, resilient **Automated Monitoring+ Cloud Application** provides the intelligence that allows organisations to manage compliance with data from their sensor networks. It receives, processes and stores millions of data points, generating and managing alarms when action is required. It is specifically designed to support our 24/7 **Premium Sensor Monitoring** service, providing peace of mind that alarms are correctly received by the right people in your organisation in a timely fashion.

### FEATURES

#### Standard Sensor Monitoring

- continuously monitors sensors in temperature-critical equipment, storing data every 5 minutes
- generates alarms when sensor readings deviate from pre-set ranges after a configurable delay
- sends automatic email and SMS alarms 24/7/365
- generates communications failure alarms should monitoring connectivity be lost
- provides web browser access to sensor data records, graphs and reports
- securely stores and replicates monitoring data in two locations
- retains data online for 36 months
- stores electronic data for up to 30 years

### FEATURES

#### Premium Sensor Monitoring

Available as an upgrade to the Standard offering

- provides a UK-based Alarm Calling Service Centre, staffed 24/7/365
- places calls to listed customer contacts providing a clear chain of notification and action
- records calls for audit and process validation

### Service Levels

#### Standard Sensor Monitoring

- 99.999% contiguous historical Monitored Equipment records
- Automated Monitoring+ network availability 99.999% (ability to pass IP traffic from our network to the Internet)
- Automated Monitoring+ server up-time of 99.99% (database, data logging, alarm reception and web servers)
- Notification of service failure within 60 minutes of fault identification 24/7/365
- Notification of service restoration within 30 minutes 24/7/365
- Monitoring service support response time within one Business Day
- Escalation and/or resolution of technical support issues within two Business Days

### **Premium Sensor Monitoring**

Includes all Service Levels above for Standard Sensor Monitoring and:

- Initiate alarm notification process within five minutes of receipt of alarm notification 24/7/365 \*
- Retain telephone recordings for six months following alarm notification

## **PROCEDURES**

### **Standard Sensor Monitoring – alarm notification procedure**

1. Upon receipt of an automated alarm activation from one of your sites, an Incident Audit Record is automatically created on the Automated Monitoring+ Cloud Application.
2. An email and/or SMS notification will be initiated and sent to your designated Alert Managers.
3. The specific details of the alarm incident are contained within the alarm notification. Upon receipt of any alarm notification it is your sole responsibility to take appropriate action to resolve the incident.
4. To provide time for you to process an alarm and take appropriate action without receiving regular repeat email and/or SMS notifications, we will not send further alarm notifications related to the same sensor until 10 minutes after the previous notification was sent.
  - a. This default 10-minute period is known as the 'guard time' designed to prevent you from receiving 'nuisance' alarms and may be adjusted upon receipt of a written request from you.
5. Repeat alarm notifications will be sent once the guard time has elapsed until the sensor in question returns to its pre-set range.
6. The alarm notification activity for every alarm event will be displayed in your Incident Audit Record on the appropriate page of the Automated Monitoring+ Cloud Application.

### **Premium Sensor Monitoring – alarm notification procedure**

1. Upon receipt of an automated alarm activation from one of your sites at the Automated Monitoring+ Alarm Calling Service Centre (ACSC), an Incident Audit Record is automatically created on the Automated Monitoring+ Cloud Application.
2. A telephone notification is initiated beginning with the first contact on your Alert Managers list.
3. If the call is answered, the specific details of the alarm incident are verbally passed to the relevant Alert Manager for appropriate action to be taken at which point the alarm notification procedure is complete. It is thereafter your sole responsibility to take appropriate action to resolve the incident.
4. Following on from step 3, above, a confirmation email and/or SMS will be automatically sent to an email address/addresses provided by you.
5. To provide time for you to process an alarm and take necessary action without receiving regular repeat phone calls, any subsequent repeat alarm notifications related to the same sensor, received within 10 minutes of the initial notification, will not be actioned by the Checkit ACSC operator.
6. This 10-minute guard time may be adjusted following receipt of a written request from you.

7. In the event that there was no answer to the first call after 6 rings then the call will be discontinued and a new call will be made to the next contact on your Alert Managers list. The procedure continues through your Alert Managers list with the aim of establishing direct contact.
8. If a call from a Checkit ACSC operator is answered with an automated message (voicemail), the Checkit ACSC operator will leave a message confirming that notification was attempted before making a call to the next contact on your Alert Managers list.
9. If no answer is received from any of the contacts on your Alert Managers list then the Incident Audit Record in the Automated Monitoring+ Cloud Application will be marked as 'no response' and the incident will be completed. In this specific event, no further call attempts will be made.
10. Following on from step 9, above, and in the event that a Checkit ACSC operator was not able to establish direct contact with any of the contacts on your Alert Managers list, an alarm notification email will be automatically sent to a contact email address/addresses provided by you.
11. Upon completion of step 10, above, no further action will be taken and the incident will be closed. It is thereafter your sole responsibility to take appropriate action to resolve the incident.
12. The alarm notification activity for every alarm event will be displayed in your Incident Audit Record on the appropriate page of the Automated Monitoring+ Cloud Application.

#### **Loss of service – notification procedure**

1. In the event of an automated communications failure alarm activation, we will notify you of this via the procedures above, as applicable.
2. Upon being notified of a loss of service you will invoke your local, on-site, manual monitoring procedure in accordance with your Standard Operating Procedure until further notice.
3. Once the communications failure has been resolved you will be notified of resumption of your sensor monitoring service via the applicable notification procedures above.

#### **Your responsibilities**

- Take appropriate action following alarm incident notifications from Checkit
- Manage the Alert Managers list through the Automated Monitoring+ Cloud Application
- Manage short and long-term alarm isolations through the Automated Monitoring+ Cloud Application
- Complete and sign off web-based alarm Incident Audit Records via the Automated Monitoring+ Cloud Application
- Notify Checkit Support immediately of any planned replacement of Monitored Equipment
- Inform your Alert Manager that all alarm notification calls are recorded for audit purposes

\* A call will be initiated by an operator in our Alarm Calling Service Centre within five minutes of our receiving an automated alarm from a sensor – 24/7/365. This is based on the first Alert Manager we call answering within 60 seconds of our first call being placed.



## Temperature Mapping

**Automated Monitoring+ Mapping offers a uniquely convenient mapping/temperature profiling service.** Our team of fully trained field engineers come to your site(s), using data loggers which have been calibrated to accredited UKAS17025 standard provide a complete temperature mapping service for all your critical storage appliances and produce comprehensive reports using our bespoke software.

### FEATURES

- Available as a recurring service or as a one-off service for newly acquired appliances
- 24- or 48-hour options
- Mapping protocol derived from Pharmaceutical & Healthcare Sciences Society's 'Guidance Document for Cold Storage Temperature Monitoring and Mapping for Blood Products'
- Traceable to national standards in full accordance with ISO 17025 UKAS accreditation (9474)

### Service Levels

- We shall continue to hold UKAS ISO17025 accreditation
- We shall attend site as arranged, to minimise client disruption
- We shall issue a Mapping Report within 48 hours of completion

### SPECIFICATION & PROCEDURES

#### Service Specification

- We will undertake temperature mapping of the Monitored Equipment listed during the system installation or otherwise agreed in writing
- We will provide an on-site temperature mapping service at frequencies agreed with you and on pre-agreed dates.
- On-site temperature mapping will be carried out using UKAS-accredited ISO17025 calibrated and traceable electronic temperature data loggers and documented in accordance with the appropriate standard operating procedure.

#### What we do and what we require from you to do it

1. We will perform the mapping services as specified in Appendix A of your Quote and this Service Level Sheet
2. We will agree with you a date (or dates) on which we shall attend your site(s) to perform the services
3. Three weeks prior to attending site we will send you a schedule of all fixtures that we have on record that we are intending to temperature map during our visit. You will review this schedule and notify us no less than two weeks prior to our visit of any anomalies or missing fixtures that we should be made aware of. We may need to review our Quote accordingly
4. Our engineer will need to freely access the fixtures to install the data loggers. You acknowledge that the fixtures may not be available as usual during the mapping process and that our engineer may require your staff to assist by partially emptying a fixture if requested to do so. Our engineers are not permitted to remove product from any fixture.

You acknowledge that if you do use the Monitored Equipment during the mapping process this may affect the results

5. In extreme circumstances, due to the build-up of ice/lack of access, it may not be possible to carry out a temperature profiling on a particular appliance on the day. In such circumstances, we shall inform you of the Monitored Equipment that may require action and provide a Quote for a subsequent visit. Upon receipt of an Accepted Quote and/or purchase order, and upon confirmation from you that the Monitored Equipment is now in a suitable state for works to be performed, we shall arrange a subsequent visit to perform the temperature mapping.
6. We will issue you with mapping reports upon completion of the work.

### Your responsibilities

- Notify us of any planned replacement of fixtures necessitating follow up mapping work
- Provide us with all reasonable support and access to the onsite Monitored Equipment being mapped
- Ensure that the fixture door remains sealed at all time during the mapping process

## Planned Maintenance

**Automated Monitoring+ Planned Maintenance offers a uniquely convenient annual, on-site, preventative maintenance service.** Our team of fully trained field engineers come to you at your site(s), to carry out a maintenance health check on your Automated Monitoring+ System once a year.

### FEATURES

- Annually recurring service delivered on-site for your convenience
- Multiple firmware/hardware checks validate the health of your Automated Monitoring+ System

### Service Levels

- We shall give two weeks' notice of planned site attendance
- We shall issue a Planned Maintenance Report within two weeks of completing our visit

### SPECIFICATION & PROCEDURES

#### Service Specification

- At a time to be agreed between you and us in line with the above Service Levels and within 12 months of the date of the relevant Accepted Quote (and recurring annually thereafter, as applicable), we shall undertake Planned Maintenance of the Automated Monitoring+ System located at the sites listed during system installation, unless otherwise agreed in writing between you and us.
- Unless otherwise agreed in writing we shall schedule our engineers to carry out the Planned Maintenance work in a single visit (over one or several day/s) whether your Monitored Equipment is on one or multiple sites.
- We will carry out the following Planned Maintenance checks on the Automated Monitoring+ System:
  - Trouble-shooting reported operational issues
  - Battery life verification and reporting
  - Validation of 2-way Ethernet communications
  - AC power fail test of monitoring panel & repeaters
  - Visual inspection and reporting on transmitters and sensors
  - Verification of transmitter battery levels
  - Replacement of any batteries with a lower than 30% signal strength
  - Validation of transmitter and repeater wireless signal strength
  - Verification of remote alarm functionality between your site(s) and the Automated Monitoring+ Alarm Calling Service Centre
  - Validation of wireless transmitter and repeater error logs
  - Update of WARP operating firmware to current release level
- Should we identify faulty Equipment outside of Warranty during our visit, we shall issue you with a Quote for its repair or replacement within one week of leaving site.

Upon receipt of an Accepted Quote and/or purchase order, we shall arrange a subsequent visit, if necessary, to repair or replace the Equipment.

- If we identify the need for installation of additional wireless signal repeaters, due to changes at your site since our previous visit, these shall be supplied and installed upon receipt of an Accepted Quote and/or purchase order.
- If we attend site on any agreed dates and are unable to perform the Planned Maintenance service, or other agreed work, for reasons outside of our control, you will be invoiced as if the work had been undertaken and additional charges shall be levied for additional visits.
- Within two weeks of our Planned Maintenance visit, we shall issue you with a formal Planned Maintenance Report. The Report will also be uploaded to your Automated Monitoring+ Cloud Application.

### What we require from you to deliver this service

- You agree to provide our engineers exclusive, unrestricted access to the relevant Monitored Equipment. The Monitored Equipment shall not be available to your staff until Planned Maintenance has been completed.
- You acknowledge that your staff may be required to remove monitored materials from the Monitored Equipment in order for us to deliver this service. Our engineers shall not remove any monitored materials from the Monitored Equipment.

### Your general responsibilities

- Immediately notify us of key changes to Monitored Equipment – relocation, retirement, change of use, etc.
- Immediately inform us of any planned replacement of Monitored Equipment
- Provide us with exclusive, unrestricted access to the sensors within the Monitored Equipment.