

# Assurance Services Commitment



The Assurance Services Commitment (ASC) is Aircuity's comprehensive coverage plan which ensures your system will continue to run safely, effectively, and accurately for as long as it is in effect—with no maintenance responsibility for your team. It includes the following components:

## Bi-annual Sensor Calibration



Every six months during the term of the Agreement, freshly NIST traceable calibrated sensors will be installed by the Aircuity representative ensuring 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.

## 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!**