

Avi-on Lighting Controls Proposal

GOLD LEVEL SERVICE PLAN

With optional services



Ingram Micro

Presented December 13, 2024

Service Plan Overview			
Project Name & ID	Ingram Micro PID# 1662142666369		
Service level	Gold		
Service plan access link	Avi-on.com/ServicePlan		
Priority remote support Service hours & response time	Weekdays from 8AM-6PM MTN 4 hour response time		
Other support requests	Support requests on nights and weekends Standard hourly rates (currently \$150 per hour for remote assistance) X hour response time — Site visits at standard site visit rates (currently \$1850 per day), 2-day minimum		
Term	3 Year Plan: January 1, 2025 to December 31, 2027		
Payment terms	Net 30		
Services included	<ul style="list-style-type: none">• All software updates to all applications and devices• Troubleshooting of control system components• Remote basic electrical and fixture troubleshooting up to 3 hours per year per 100 installed nodes• • Minor control system configuration changes• 5-Year Hardware Warranty: premium processing of RMAs at Avi-on.com/RMA		
Services not included	<ul style="list-style-type: none">• Major system reconfiguration• Detailed electrical troubleshooting• Electrical or lighting system installation or repair• Labor for on site firmware updates		
Pricing			
	Units	Term	Price
Gold Service Plan	870 nodes	3 Years	\$23,169.36
LTE/Ethernet Bridge	LINK to data sheet	Already purchased	
Optional Services			
Floorplan View	LINK to data sheet	3 Years	\$6,950.81
Cellular Service	Not needed, Ethernet Bridge is connected to local LAN		
Energy Data	LINK to data sheet	Not included	
Single Sign-on		Not included	
Service Plan Total	Gold	3 Years	\$30,120.17

SERVICE PLAN DEFINITIONS

Software Support

Periodic updates of the mobile applications, Avi-on Pro, and Cloud User Pages for new operating system versions, new models of Apple and Android compatible phones that have significant US market share, and regular feature/system updates as issued by Avi-on. Firmware releases as needed to fix critical bugs, or other updates as made available at the sole discretion of Avi-on. Labor to deploy and any re-commissioning required for a firmware update is not included in this service plan in standard support. 24/7 System monitoring and maintenance of the cloud services is provided as part of standard support for all systems.

Hardware Support

As provided by Avi-on's Standard 5 Year Warranty The hardware warranty can be extended to 10 years for an additional fee.

Troubleshooting

There are three types of troubleshooting: Control System, On-Site conditions, and Electrical/Fixture. Troubleshooting is not included in support for customers not on a service plan.

- **Control system:** Troubleshooting includes detecting if devices are online, programmed according to the original order of operations, and are behaving as expected based on their programming. If the programming has deviated from the original setup, or devices are not powered, consult the program tier for what repairs are included or not
- **On Site conditions:** These include lighting strikes, unstable power, power fluctuations that may reset or damage devices, Changes to the system environment (sensors damaged or removed, etc.), end user rewiring or damage to devices
- **Electrical/Fixture:** Determining if the control devices and fixtures have power, if the the controls and fixtures are wired correctly, or have changed since setup

Aggregate Support Limits

- Regardless of the source of the issue (other than identified Avi-on control system issues), total aggregate support shall not exceed 5 hours per 100 connected nodes per year.

Severity Level Definitions

Response and resolution times are determined by the severity level of the request. The following are the initial support response times for the different severity levels

Severity	Definition	Response & Resolution Time
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Level		
4	Lowest Level of Severity <ul style="list-style-type: none"> Low loss of functionality, no major impairment of intended use 	Response time: 10 business days Resolution: As determined for a future release by Avi-on
3	Medium Low <ul style="list-style-type: none"> Modest loss of functionality, practical workarounds exist 	Response time: 4 Business days Resolution: Generally next major release, within 3 months
2	Medium High <ul style="list-style-type: none"> Some loss of functionality impacting the intended use of the System or Applications, but workarounds are available, or a critical failure that impacts less than 5% of the user base More than 5% of the lights at a single facility are not functioning and it has been determined this is solely due to controls. (The devices are powered, site conditions have not damaged or reset the devices, they have not been reprogrammed). 	Response time: 8 elapsed business hours Resolution: <ul style="list-style-type: none"> Simple configuration changes, within 3 days System updates, within 3 weeks
1	<ul style="list-style-type: none"> All or greater than 20% of users cannot access or operate their systems More than 25% of the lights at a single facility are not functioning and it has been determined this is solely due to controls. (The devices are powered, site conditions have not damaged or reset the devices, they have not been reprogrammed). Note: "My lights are off and I don't know why" is not automatically a Sev 1. System, Mobile Application or Devices, or a critical security window has been identified, and there is no practical workaround 	<ul style="list-style-type: none"> Response time: 4 hours Nights and weekends: <i>as personnel are available</i> Resolution: In real time System updates: Within 1 week, or as fast as possible

Optional Services

Floorplan View

Floorplan View is a web based tool that offers the ability to visualize the current status of rooms, groups, and individual fixtures on a floor plan layout. The only requirements are an internet browser and the project location having an installed Remote Bridge with Ethernet or Cellular service to the Avi-on cloud. There are currently three layers to the Floorplan View.

Floorplan Layer	Description
Editor Layer	<ul style="list-style-type: none"> Allows import of the base layout and drawing the rooms, groups, and devices (if desired). Automatically links the drawn area to live data from the site
Control View Layer	<ul style="list-style-type: none"> Offers the ability to turn groups of lights and individual lights on, off, and change dimming values; see which devices have connectivity and which do not; and view real time space utilization (assuming motion sensors are active)
Sensor View Layer	<ul style="list-style-type: none"> Allows the user to modify the dimming values, primary and secondary timers for groups of sensors.

Energy Data

Access to the *Energy Analytics* page of the Avi-on cloud, and enabling network energy data collection on installed energy data compatible devices (Avi-on IFAC and Avi-on XFAC fixture and circuit controllers). Energy data is registered every 15 minutes for each fixture. The Web based energy analysis view allows charting of individual fixtures or groups of fixtures and exporting data in CSV format. The only requirements are installed energy compatible devices and a Remote Bridge installed with ethernet or cellular data connection to the Avi-on cloud.

Cellular Service

Many customers prefer to have the Avi-on remote bridge communicate over the pre installed Avi-on cellular SIM card with a low, fixed per unit per year cellular charge through Avi-on instead of connecting through the company ethernet network. The customer can also provide their own SIM card and direct bill to themselves if needed).

Single Sign On

Integrate and maintain a single sign on with the customer's corporate authentication system. This function will force all users for that location to authenticate through the corporate system, including any 2 factor and device limitations required by general corporate IT policy. This module also transfers all control of who can access to site data to the customer's designated account owner, and can also restrict access to US Citizens only, if required. Requires an up front integration service project to install, configure, and test the integration.