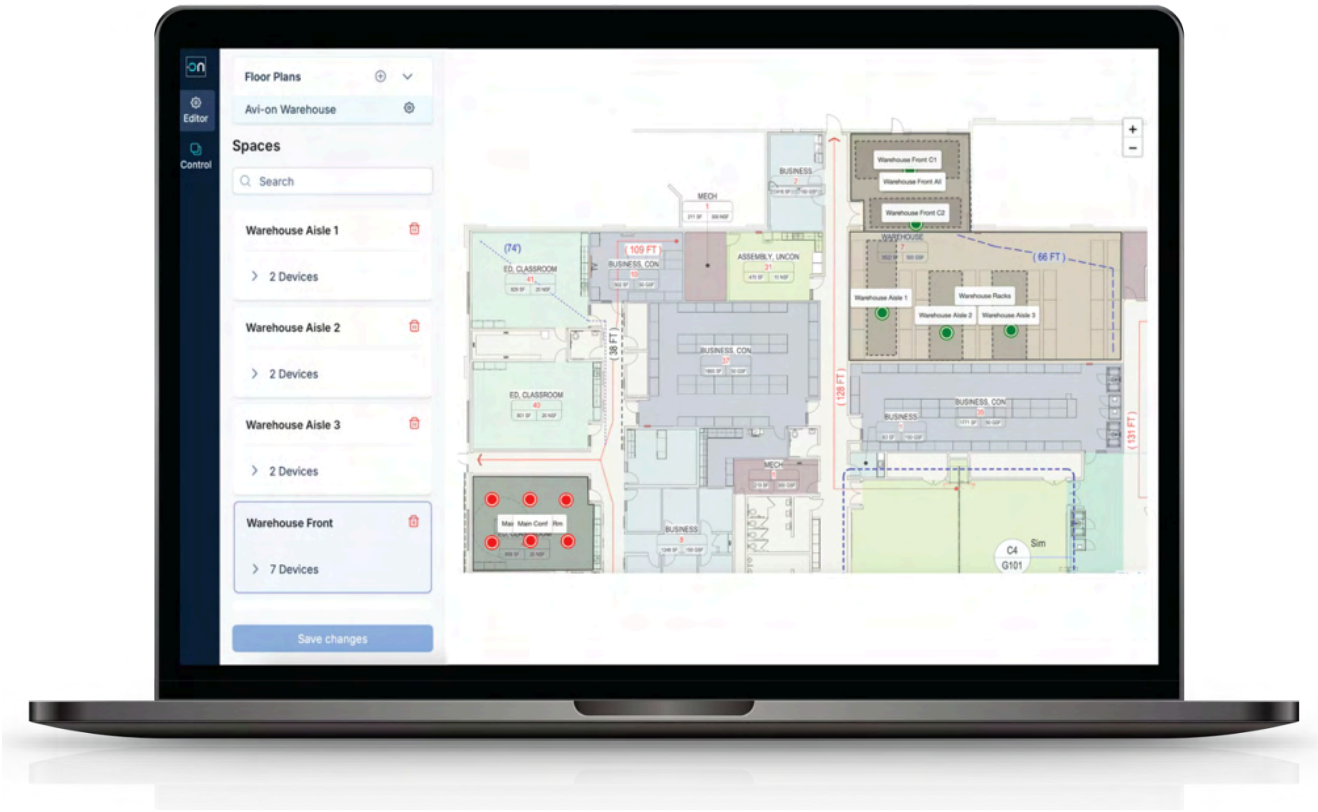
Overview

Flexible, visual adjustments to light levels throughout your facility
Plus priority access to experts for troubleshooting & adjustments

As of June 5, 2026



The *Avi-on Gold+Floorplan Maintenance Contract* gives facilities managers a visual, web-based tool to manage light level settings PLUS priority access to expert support for troubleshooting or larger adjustments

Overview of Proposed Services

1. **A *Maintenance Contract* is essential to any commercial facility's proactive maintenance and support.**

    a. An *Avi-on Gold+Floorplan Maintenance Contract* assures that the facility's lighting controls will continue to perform at their best, including operating in sync with facility operational needs and schedules and maximizing lifetime energy savings.

    b. A *Gold+Floorplan Contract* includes preferred access to the Avi-on support desk, active (remote) investigation and troubleshooting of any lighting control-related issue by the Avi-on team, assistance with minor and routine updates to the control system programming, and isolation and action recommendations on light fixture or system-related electrical problems. *See details below for a comparative summary of service alternatives.*

    c. Without a maintenance contract, facilities managers have two options for ongoing support: self-management or pay-as-you-go.

        i. For the self-management option, facilities managers can make programming changes to lighting control settings via the *Avi-on Mobile Commissioning App* using free online User Guides, videos, and FAQs.
        ii. Or, access pay-as-you-go consulting by the hour or the day via Avi-on.com/contact.

2. *Floorplan View Tool* enables facility managers to make temporary changes to light settings superimposed on an actual floorplan.

    a. **The *Avi-on Floorplan View*** offers a floorplan-based, visual representation of the facility's real-time status for all fixtures and groups. It is a convenient web browser that allows users to manually adjust lighting levels, turn an area on and off, and modify sensor-programmed dimming levels and timers. Note: *Floorplan View* does not support changing schedules. *See details below about features and functionality.*

3. **Avi-on's *Internet Connectivity Package* is required for all *Gold+Floorplan Maintenance Contracts*.**

    a. Remote technical assistance is the fastest and most cost-effective way for a customer to receive assistance, including troubleshooting and making programming changes.
        i. Bridge connections via Ethernet are free. To connect to Ethernet, *please forward THIS LINK to your IT department and ask them for assistance.*
        ii. Paid, multi-year cellular plans are available in 2- to 10-year increments. See the budget proposal for details.

    b. **Service expectation:**

        i. **Project has one Avi-on Bridge per location ID**

        ii. **Project connects the *Avi-on Bridge(s)* to Ethernet/LAN for free -or- purchases paid multi-year cellular plan(s)**

I. Gold+Floorplan Maintenance Contract Definitions

Remote Data Services

Floorplan Tool includes not only the visual floorplan screens, but all the back end remote data services to support remote access visualization and control. Data services include the following items.

- Device and group dimming changes
- Motion triggers
- Power outage and other device alerts
- Remote programming and troubleshooting
- The ability to perform remote firmware updates (available with -B version Avi-on radio devices)
- Energy usage data (additional licensing fees may apply)
- Remote device/group status and on/off control using the *Avi-on Mobile Commissioning App*
- Logging of configuration changes made to the system

Software Updates

Software updates include the following items.

- Periodic updates of Avi-on mobile applications, *Avi-on Pro,* and *cloud user pages* to be compatible with new versions of operating systems, new models of Apple and Android compatible phones that have significant US market share, and regular feature/system updates as issued by Avi-on. These are pushed to the device by Avi-on automatically (turn on “auto-install updates” on your phone). Updates to the LTE Bridge are also pushed automatically by Avi-on.

- Firmware releases are made as needed to fix critical bugs or other updates, at the sole discretion of Avi-on. (very unlikely to be required)
- Not included: On-site labor to update firmware and any re-commissioning required for a firmware update. 24/7 system monitoring and maintenance of cloud services is provided as part of standard support for all systems. Firmware updates can be applied remotely with minimal effort for Avi-on devices (applies generally for devices shipping after Q1 2025).

Hardware Support

Hardware support is provided according to *Avi-on’s Standard 5-Year Warranty, shown at* [*Avi-on.com/Warranty*](Avi-on.com/Warranty). For an additional fee, the warranty can be extended to 10 years.

Troubleshooting

There are three types of troubleshooting: *Control System, On-site conditions,* and *Electrical/fixture.* Troubleshooting is not included in support for customers who are not on a Maintenance Contract.

- **Control system:** Control system troubleshooting includes detecting if devices are online, programmed according to the original order of operations, and 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 to see what repairs are included.
- **On-site conditions include lightning strikes, unstable power, power fluctuations that may reset or damage devices, changes to the system environment (such as damaged or removed sensors**), and/or end-user rewiring or damage to devices.
- **Electrical/fixture:** Electrical/fixture troubleshooting includes determining if the control devices and fixtures have power, if the controls and fixtures are wired correctly, or if the electrical or fixtures have changed since setup

Aggregate Support Limits

Except for identified Avi-on control system issues, and regardless of the source, total aggregate support shall not exceed one hour per 150 connected nodes per year, covering remote support only. *These hours do not roll over and cannot be repurposed for another use.* Please see the specific details of your plan on the *Maintenance Contract SUMMARY* page above. All onsite support is billed separately.

II. Severity Level and Response Time Definitions

The *severity level of the request* determines Avi-on's Service Level Agreement (SLA).

SLA Severity Level	SLA Maximums
Severity 1: **All or greater than 20% of users cannot access or operate the system, or more than 10% of lighting controllers are not operating with no onsite workaround (like manual switches).** *Examples include:* ● More than 10% of the lights at a single facility are not controllable by any of their motion sensors, schedules, wall stations, or other means, presenting a significant barrier to facility operations and safety. The customer has already verified that the devices are powered. *Note: "My lights are off, and I don't know why" is not automatically a Severity 1* ● During project setup, >20% of users cannot access the system to perform system setup, or commands are failing to the extent that setup is effectively blocked ● A critical security window has been identified, there is no practical workaround, and it has a significant chance of compromising the operations of the facility or exposing a potential data breach	**First Reply:** ○ *Regular Business Hours:* 1 hour ○ *After Hours:* 2 hours **Response time:** ○ *Within regular business hours:* 4 hours ○ *Nights and weekends*: *as personnel are available* **Resolution:** ○ *Simple configuration changes:* in real-time ○ *System updates:* within 1 week, or as fast as possible
Severity 2: **Some loss of functionality impacting the intended use of the *System* or *Applications*, but workarounds are available, or a critical failure that affects less than 10% of the users or system controllers.** *Examples include:* ● More than 1%, but less than 10% of the lights at a single facility are not controllable by their motion sensors, schedules, or wall stations. The customer has already verified that the devices are powered. ● Motion sensors or schedules are not functioning as expected for a large number of lights (>10%), but manual control or other short-term actions provide a temporary workaround ● During project setup, some (but less than 20%) users cannot access the system to perform system setup, or commands are failing, but with additional retries or using an alternative mobile device, setup can continue, but with a significant loss of productivity ● A critical security window has been identified, but it is not likely to impact facility operations or result in a data breach	**First Reply:** ○ *Regular Business Hours:* 2 hrs ○ *After Hours*: 4 hours **Response time:** 8 elapsed business hours **Resolution:** ○ *Simple configuration changes:* within 3 days ○ *System updates:* within 3 weeks
Severity 3: **Modest loss of functionality; practical workarounds exist.** *Examples include:* ● Selected lights are not functioning as expected, but they are few, or the gap in expected functionality is minor, and there are short-term workarounds (like manual control) such that there is no significant operational or safety impact ● During project setup, selected functions operate inconsistently, but setup can continue with a modest loss of productivity ● A security issue is identified, but it is not critical and will not impact facility operations or data security	**First Reply:** Next business day **Response time:** 4 business days **Resolution:** Generally, the next major release, within about 3 months
Severity 4: **Low loss of functionality; no significant impairment of intended use.** *Examples include:* ● *Example:* Requests impacting a few fixtures or desired changes are minor ● *Example:* General product improvement suggestions, experience with occasional or intermittent failures, desired additional features or capabilities ● General system questions or training requests	**First Reply:** Next business day **Response time:** 10 business days **Resolution:** As determined for a future release by Avi-on

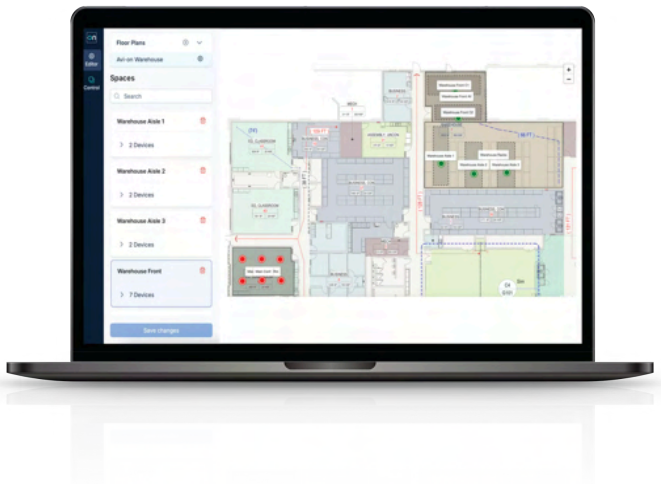
III. Overview of the *Floorplan View Tool*

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

Floorplan Layer	Description
Editor Layer	• Allows the import of the base layout and the drawing of rooms, groups, and devices (if desired). Automatically links the drawn area to live data from the site
Control View Layer	• Offers the ability to turn groups of lights and individual lights on and off, and change dimming values; also see which devices have connectivity and which do not; and view real-time space utilization (assuming motion sensors are active)
Sensor View Layer	• Allows the user to modify the dimming values and change primary and secondary timers for groups of sensors

What is the *Floorplan View Tool*?

The Avi-on Floorplan View is a cloud-based application designed to simplify lighting control and monitoring for facility managers. Featuring a user-friendly interface that integrates seamlessly with Avi-on's control ecosystem and industry-leading security infrastructure, Floorplan View enables easy, real-time lighting system management using pre-loaded floor plans.



The Floorplan View is an innovative extension of the Avi-on Cloud System, designed to simplify lighting and sensor management in commercial buildings. This web-based tool connects directly to Avi-on's core system configuration, providing real-time data and control for facility managers. Its intuitive visual layout allows users to easily configure, monitor, and manage their facility's lighting environment.

Key Benefits of Floorplan View:

- User-Friendly: Simple configuration and deployment make it accessible to even non-technical users for setting up, updating, and using.
- Interactive Dashboard: Visualize and control lighting status, verify connectivity, and adjust sensor dimming and timing settings via a floorplan-based interface.
- Scalable: Upload an unlimited number of floor plans for comprehensive facility management.
- Real-Time Syncing: Automatically integrates devices, groups, and sensors with live data from the Avi-on cloud system.

How does *Floorplan View* help facilities managers visualize and adjust lighting?

The *Avi-on Floorplan View* empowers building owners and facility managers to make lighting adjustments effortlessly. Whether turning lights on or off, adjusting dimming levels, or managing sensor settings, *Floorplan View* offers a straightforward and intuitive solution. Simply upload your facility's floorplans and link them to pre-programmed Avi-on spaces for complete control—all from any laptop or desktop through a web-based interface.
The Floorplan View is part of the Avi-on suite of facility management tools, which includes remote programming, user and security management, energy consumption analysis, real-time status monitoring and control, and adjustments for lighting and sensors.

CORE CAPABILITIES

1. Easy Floorplan-Based Navigation: Upload PNG, JPG, or WEBP graphic files to create visual backdrops for facility management. Add an unlimited number of floor plans to cover all areas of your project.
2. Automated Data Syncing: Once the project location is selected, devices, groups, and sensors are automatically loaded into the floorplan editor for seamless integration.
3. Drag-and-Drop Simplicity: Utilize drag-and-drop and drawing tools to map rooms, devices, and sensors onto the floor plan.
4. Real-Time Updates: Save your setup and watch as your floorplan becomes fully live, syncing in real-time with the Avi-on cloud.
5. Multiple Layers: Choose from various control layers, including device control and status, sensor programming, space utilization, and more.

SYSTEM REQUIREMENTS

To use the Avi-on Floorplan View, you'll need the following items.

- An existing Avi-on system, regardless of firmware or hardware version
- An LTE Bridge (connected via LTE or Ethernet)
- A web browser with internet access
- An Avi-on user account, enabled for the specific project location
- A floorplan to import in PNG, JPG, or WEBP (PDFs can be saved in one of these formats using any PDF editing tool)

LICENSING

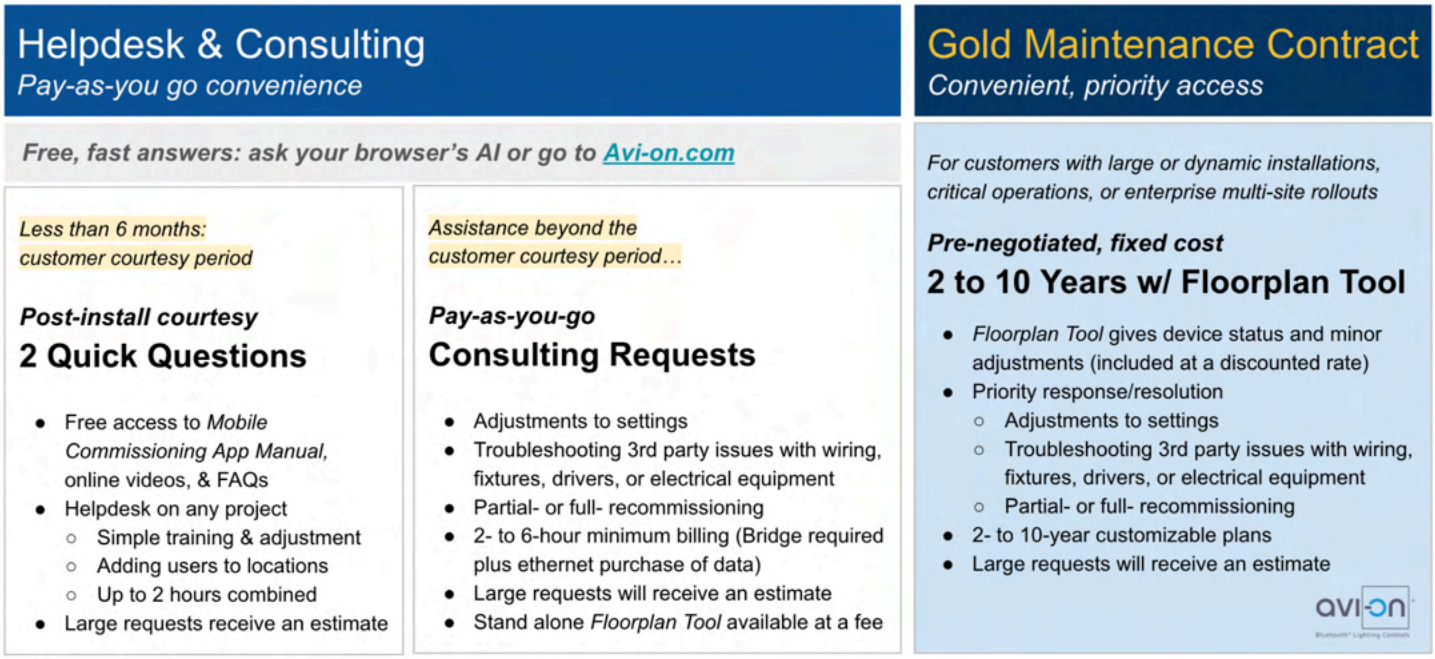
The *Avi-on Floorplan View* is licensed at a slight premium with an *Avi-on Gold Maintenance Contract* and is included at no charge with Platinum-level support. Each functional layer is priced individually, allowing users to pay only for the features they need.

NEXT STEPS

Connect with your local agent, contractor, or Avi-on directly to arrange a demo or install the Floorplan View in your facility.

IV. Three Levels of Support: Helpdesk, Paid Consulting, or Maintenance Contract

Avi-on offers basic helpdesk and support for every project, as well as Maintenance Contracts for enterprise customers desiring convenient, priority access to manage their operations.



V. Comparison: *Gold+Floorplan Contract* v. *Paid Consulting*

Adding *Gold+Floorplan* to your maintenance strategy ensures that the facility's lighting will continue to perform at its best, operating in sync with the facility's operational needs and schedules and maximizing lifetime energy savings. Based on the objectives of a given project, Avi-on may propose several alternatives to achieve the project's outcomes.

Comparison of Support Options *Answers are always available for free at Avi-on.com*	**Paid Consulting** ***No Maintenance Contract***	**Gold+Floorplan Maintenance Contract** ***Convenient preferred access***
Floorplan View Tool	Ask for a quote	Included at a substantial discount
Preferred access to the Avi-on support desk *See Maintenance Contract definitions for details*	No	Included*
Active remote investigation & troubleshooting of any lighting control-related issue by the Avi-on team	Ask for a quote	Included*
Isolation and action recommendations on non-Avion issues, such as light fixtures or electrical system-related problems	Ask for a quote	Included*
Assistance with minor and routine updates to the control system programming	Ask for a quote	Included*
Payment terms & renewal	Invoiced in advance *Cost varies by SOW***	Prepaid, fixed cost package *Renews on 1-, 2-, or 3-Year Basis*
Default helpdesk for support-related use of Avi-on commissioning tools, as well as access to (but not installation of) any available software or firmware updates	Included*	Included*
Additional services: *Energy Monitoring, Single Sign-on, Lock-down Mode, specific scope of work***,* and others	Ask for a quote	Ask for a quote
Remote technical assistance	Ask for a quote	Max hours included in the *Plan*
Onsite visits	Ask for a quote	Ask for a quote
Periodic updates of Avi-on mobile applications, Avi-on Pro, and cloud user pages per *Maintenance Contract Definitions*	Included	Included
Firmware releases are as needed to fix critical bugs or other updates per *Maintenance Contract Definitions*	Firmware free *Labor separate*	Firmware free *Labor separate*
Labor for firmware update or re-commissioning, requiring a firmware update per *Maintenance Contract Definitions*	Ask for a quote	Ask for a quote
24/7 system monitoring and maintenance of cloud services	Included	Included

* Every customer's needs differ. A portion of the *Gold+Floorplan Maintenance Contract* is allocated to remote services up to a maximum of one hour per 100 radios per year. If maximum hours are exhausted, Avi-on will invite you to either purchase a new plan or a one-time support engagement

** SOW = Scope of Work. The SOW defines any one-time specific engagement work that the customer has requested

VI. LTE/Ethernet Bridge Connection: Choosing Ethernet vs. Cellular

The *Avi-on LTE/Ethernet Bridge* is a required component of all Maintenance Contracts, as it enables Avi-on technicians to remotely support the project site in accordance with the terms of service. Most sites only need one *Bridge*; however, project specifications may necessitate more. There are three options for connecting the *Avi-on Bridge* to the *Avi-on Cloud*.

1. ***No ongoing data charges:*** Use the Ethernet port on the *Bridge* to connect it to the project's local LAN (no ongoing data charges). If you are interested in avoiding ongoing data charges (by connecting via Ethernet), please forward this page to your IT department and ask if this option is available to your team.
2. ***Avi-on bills annually for cellular data charges:*** Use the pre-installed Avi-on cellular SIM card with a low, fixed per-unit-per-year cellular charge through Avi-on
3. ***Customer/project supplies cellular SIM card:*** The customer/project can also provide their own cellular SIM card and direct the bill to themselves

For your IT Team's convenience, Avi-on's online guide to Ethernet Setup is below. If you want to make sure to have the freshest version, please use THIS LINK to access the version on the web.

Optional Ethernet Setup for LTE Bridge

DHCP Specified by Customer's IT Department

- The Ethernet port on the Bridge is active and set up for DHCP by default
- Plug the Ethernet cable into the WAN/LAN port on the Bridge
- The Bridge will automatically switch over from cellular to Ethernet when connected. If all the required ports are not first opened, remote access to the unit may be lost until either the ports are open or the Ethernet cable is unplugged
- Please note that specific ports must be open and a few domains whitelisted to enable two-way traffic to the Avi-on cloud. If the Avi-on network is not connecting via LTE, then please contact the Customer's IT Department and request that these ports be opened (since version 2.5.1).
  - NTP (123) time syncing service
  - AMQP (5671,5672) creates a secure connection to AWS for data transfers
  - DNS (53) Google.com (8.8.8.8)
  - Port 80 (HTTP) or Port 443 (HTTPs) keep alive and initial communication
  - avi-on.com cloud registration (will auto failover to whichever is open)
  - Cloudamqp.com; needed to resolve the specific IP address for AMQP messaging communications
  - aws.amazon.com; location of the particular IP addresses for AMQP messaging communications
  - If the IT Department does not open these specific ports, then the customer may need to purchase a cellular data plan. Please contact Avi-on.com/Contact with your project name, and we will be glad to assist you
- To remotely configure and manage a unit and keep the firmware up to date, the following ports are required.
  - TCP/1883 EMQTT protocol access
  - TCP/8883 EMQTTS certificate verification port, which needs to be open when required
  - TCP/80; TCP/443 WEB access
  - TCP/9000 Firmware upgrade (file, minio)
  - TCP/82 ngrokd generates HTTP management page links using port 82
  - TCP/83 ngrokd generates HTTPS management page links using port 83
  - TCP/4443 is used to generate the ngrokd tunnel
  - Whitelist iot.inhandnetworks.com domain
  - The remote management access ports cannot be opened, or the LTE backup cannot be activated. In that case, the unit may still connect to the Avi-on cloud for remote data collection and system configuration, but will not be remotely monitored or managed. It will be the customer's IT department's responsibility to monitor and reconnect the LTE connection if any changes or firmware updates are required.

Fixed IP Address Required by Customer's IT Department

- If your organization requires a fixed IP address or advanced network configurations (VLAN, etc.), please contact Avi-on.com/Commissioning with your project name and information.
- Advanced network configurations can be applied remotely and do not require an Avi-on site visit.