VAISALA

Continuous Monitoring System Services

At your service throughout the life cycle of your Continuous Monitoring System

Our service offering:

- **MAINTENANCE AGREEMENT**
- **INSTALLATION & CONFIGURATION**
- **VALIDATION**
- **CALIBRATION SERVICES**
- **TRAINING**
- **MAPPING/ VALIDATION**
- **TECHNICAL SUPPORT**

Vaisala provides comprehensive customer care for the entire life cycle of the viewLinc Continuous Monitoring System (CMS). You can count on our experts to ensure carefree and reliable monitoring.

Worldwide experts at your service

Vaisala service and support teams provide you with an in-depth understanding of critical environments, network technologies, and measurement devices. We help ensure that your systems are efficiently and effectively deployed to meet or exceed the most stringent compliance requirements.
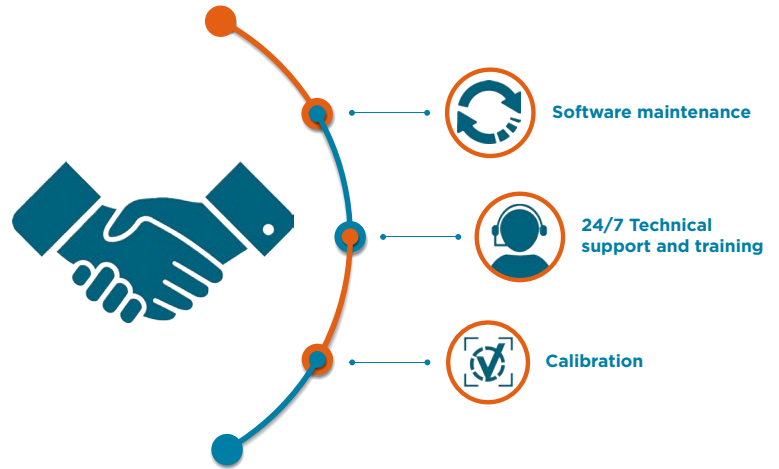
> "The Vaisala team is well qualified, easy to work with, and became a part of our team. This relationship was a major reason that our original goal of project completion [for a 2000 point, 60 site system] within two years was met."
>
> Joe Cwiertniewicz, McKesson Facilities Manager

viewLinc Life Cycle Maintenance Agreement

- Software maintenance
- 24/7 Technical support and training
- Calibration

The Life Cycle Maintenance Agreement (LCMA) is a support plan designed to ensure that your viewLinc monitoring system is always up-to-date in terms of performance and regulation compatibility. The plan comprises a set of services that help ensure your operations comply with the latest regulations and provides prioritized support services. The plan includes the following options:

Regular software updates

Software updates ensure your monitoring system's compatibility with changing technologies and regulations. The LCMA includes updates to the latest viewLinc software and supporting validation documentation at no added cost.

Priority access to technical support

Priority technical support gives you 24/7/365 access to our experts in system-down situations. Your requests are prioritized, enabling the quickest possible response and remote help. Priority technical support also includes web-based live training for new system users, as well as access to all eLearning materials.

Calibration planning

Vaisala provides world-class calibration services throughout the life cycle of your continuous monitoring system. Choose calibration options according to your needs as a separate Calibration Care Agreement.

"Over the years, for complex system integrations, Vaisala's field support has come out to assist, supporting all our needs effectively. Vaisala has enabled us to reduce the time it takes to create a fully GMP monitored environment. That provides us with a competitive edge."

David Teer, Senior Engineering Manager for Viral-based Therapeutics at Lonza Houston
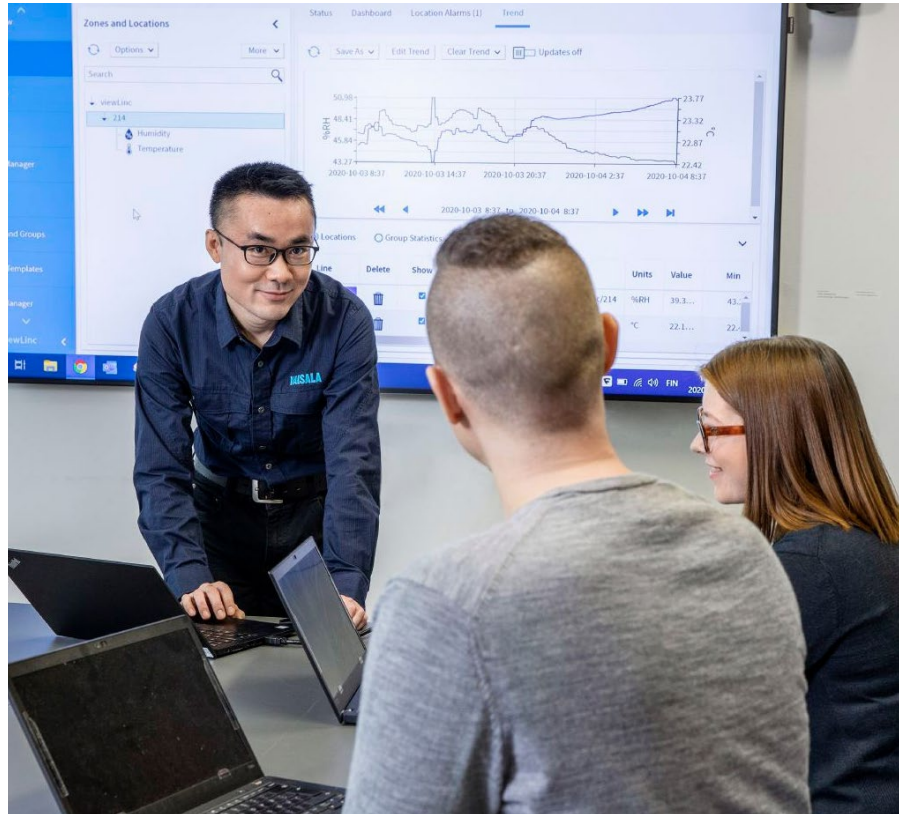
Installation

Vaisala's experienced technicians are available to manage and perform the installation and configuration of your viewLinc monitoring system. Installation service ensures flawless system deployment and efficient start-up, without burdening your resources. For existing viewLinc systems, we offer update and expansion services.

Installation service includes:

- Collaborative planning
- Installation of all sensing devices and network hardware
- Software installation and configuration
- User and administrator training
- System handover

Efficient and worry-free

With our comprehensive installation service you can be certain that system deployment meets all operational and regulatory requirements. Simply invite us to your site and let us install and configure the system to your specifications.

Comprehensive training available
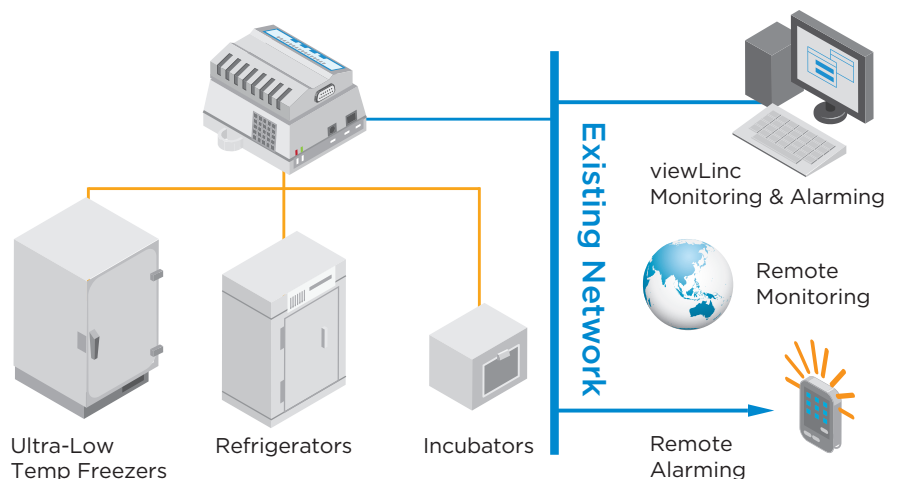
Our installation service includes hands-on user and administrator training. Training ensures that staff can effectively use the viewLinc software.
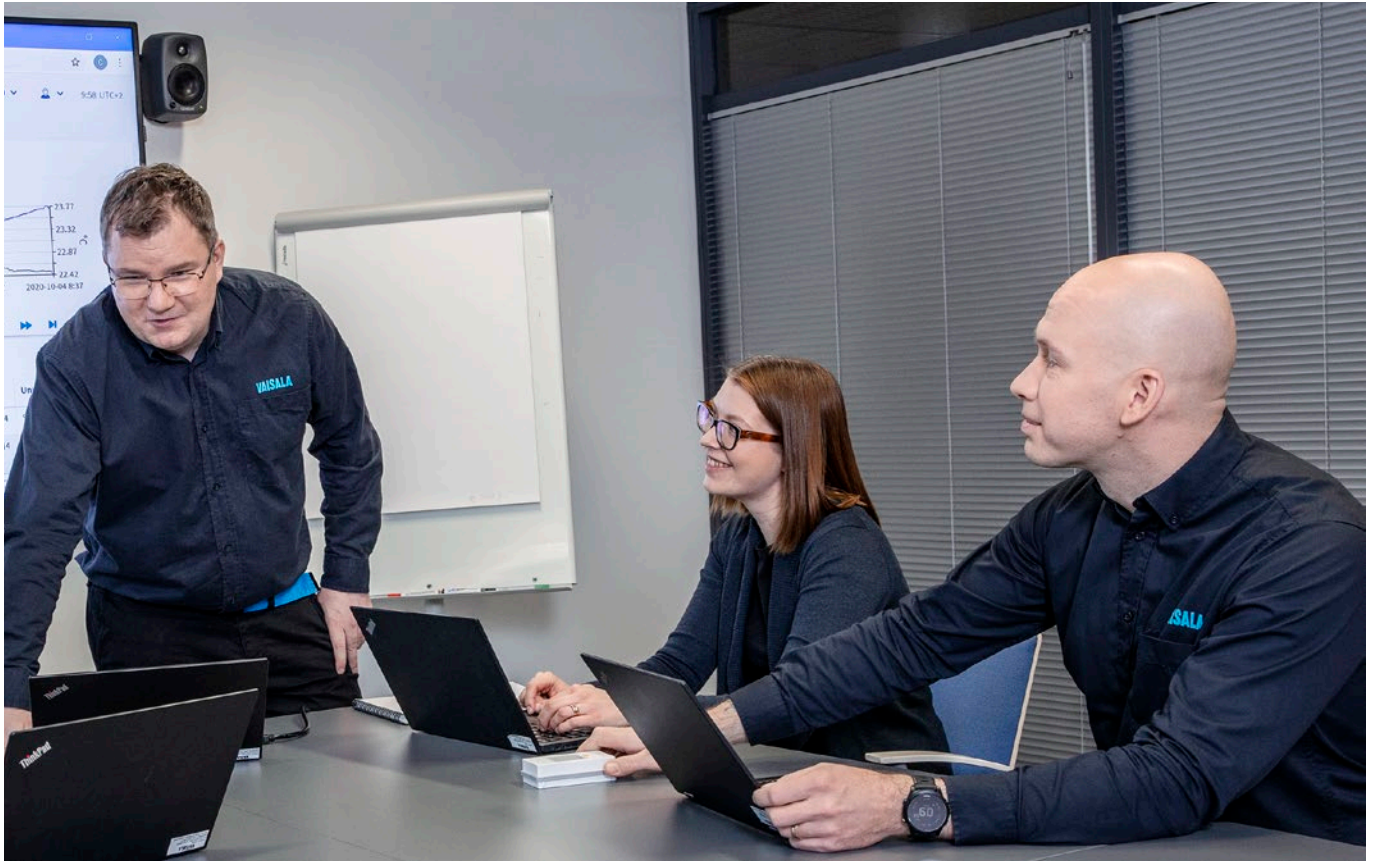
Skilled system experts

Vaisala's service technicians have expert knowledge of our hardware, software, and associated technologies. Our technicians are experienced in setting up systems in critical and GxP-regulated environments.

"The system was installed with the help of Vaisala Field Service. When a Joint Commission surveyor returned, we presented him with printouts of viewLinc records for the dates and times of his choosing… he was impressed…"

Frank Gee, Director of Facilities, Hazel Hawkins Memorial Hospital

Ultra-Low Temp Freezers

Refrigerators

Incubators

Existing Network

viewLinc Monitoring & Alarming

Remote Monitoring

Remote Alarming

Validation

Ensure a high quality validation of your monitoring system and reduce system implementation time by using our expertise and understanding of GxP quality systems.

Validation Services

Vaisala offers on-site Installation Qualification (IQ) and Operational Qualification (OQ) services. The IQ captures the baseline configuration of your system and provides evidence of control that aligns with GxP guidelines. The OQ provides evidence that your monitoring system is operating as designed, encompassing all GxP functions of the system, including audit trails, tamper-proof data, and the relevant requirements of 21 CFR Part 11, EU GMP Annex 11 and PSFB 040122.

Economical and efficient

Monitoring system validation by a skilled Vaisala technician is an economical choice, providing a significant savings in time and resources. Let us take care of the IQ/OQ system validation so that you can concentrate on your core business.

The quickest way to audit-ready monitoring

Our understanding of GxP regulations and quality system standards in life science industries allows us to validate the viewLinc continuous monitoring system expertly. The service ensures that your system is validated, documented, and ready for regulatory scrutiny.

Comprehensive validation documents

Validation service includes full documentation to demonstrate that the system operates correctly and meets quality standards and regulatory guidance.

"The viewLinc system is not only easy to validate to GMP compliance, but it's more efficient than all the hard wiring typically required by automation and control systems."

David Teer, Senior Engineering Manager for Viral-based Therapeutics at Lonza Houston

Calibration

Vaisala offers several calibration options for continuous monitoring system data loggers and instruments to verify and ensure measurement accuracy.

Simply select Service Center Calibration, On-site Calibration or Probe Replacement Service and leave the rest to our experts. All calibration options include official calibration certificates. Certificates are ideal for both internal and external audit purposes.

Service Center Calibration

Traceable ISO 9001 or accredited ISO/IEC 17025 calibration performed at Vaisala's calibration laboratories

- Wide calibration ranges and options
- Adjustment included and repair services available as an option
- Includes calibration certificate with as-found and as-left results

On-site Calibration

Single or multi-point calibration performed at your site by Vaisala experts

- No system downtime or lost data
- Carefree and convenient – saves in-house resources
- Includes Calibration Certificate

Probe Replacement Service

New replacement probe with an as-found calibration certificate for the original probe

- Factory calibration accuracy with minimal downtime
- Quick and easy probe replacement takes less than a minute
- Currently available in the EU, USA, and Canada for RFL100 and HMT140 loggers with detachable probes (HMP110 or HMP115)

ISO 9001 and Accredited ISO/IEC 17025 calibrations available from Vaisala service centers

Boston, USA	Helsinki, Finland	Beijing, China	Tokyo, Japan
ilac-MRA — A2LA ACCREDITED CALIBRATION LABORATORY CERTIFICATE # 2083.01	ilac-MRA — FINAS Finnish Accreditation Service K008 (EN ISO/IEC 17025)	ilac-MRA — CNAS 中国认可 国际互认 校准 CALIBRATION CNAS L10243	ilac-MRA — IAJapan JCSS JCSS 0123

ALL PARAMETERS CALIBRATED:
Relative Humidity, Temperature, Dew Point, Pressure, Carbon dioxide and Hydrogen peroxide

Please visit store.vaisala.com to browse services availability and terms in your area.

Training

Vaisala offers comprehensive training services for viewLinc customers. Ensure staff are trained on the system's functions and capabilities. Whether you are deploying a new monitoring system, expanding an existing one, or adapting to staff changes, comprehensive training ensures proper use of the system and compliance with regulations like the FDA's 21 CFR 211.25.

Options:

• On-site training - typically delivered with installation service

• Web-based training - perfect solution for distributed personnel

• 24/7 learning tools - access a library of instructions and videos

Mapping Service

Understanding the critical process parameters of a controlled environment is crucial to the safe and effective use of that space for manufacturing, storing, processing and distributing pharmaceuticals, biologicals, and medical devices. Vaisala mapping/validation service ensures that you fully understand the variability of conditions and qualify controlled environments.

Vaisala mapping service is currently available in Europe and Japan. However, we offer mapping software, equipment, and expertise also in other regions.

"As our research has evolved, viewLinc has met our needs. We are extremely pleased with the viewLinc system and the services Vaisala provides."

Dr. Leonardo Motta, Medical Laboratory Supervisor at Health Research Institute at UCS, University of Caxias do Sul

Mapping service includes:

• Thermal mapping and analysis of environments

• Mapping equipment used during the service

• Mapping study documents

Technical Support

We deliver technical support to all our continuous monitoring system users globally.

• Professional response within one business day

• Convenient customer support channels and trained professionals

• On-site support on request

In addition to our regular technical support, we offer 24/7 emergency technical support as part of the Life Cycle Maintenance Agreement.

www.vaisala.com
store.vaisala.com/en/services