



## Sentinel FAQs

### What is Sentinel?

We provide a resilient, managed connectivity solution for lift alarm systems.

### Why do I need it?

Lift owners in the UK are required to provide a resilient two-way emergency communication connection to their lifts. The vast majority of the lift emergency telephones installed in the UK are analogue that run on copper lines. Copper lines carry their own voltage which means these lines still operate during a power outage. Currently within the UK, there is an active nationwide telecoms fibre infrastructure upgrade initiative, known as the 'Digital Switch' and FTTP (fibre to the premises). Fibre lines do not carry power, so during a power-cut the telephone line will fail and leave the emergency telephone useless.

### What makes it resilient?

Unlike fixed service providers, our connection uses GSM technology (Global System for Mobile Communications) that roams across all UK networks. Our technology always selects the strongest signal meaning your lift stays connected to the outside world.

In the event of a power failure, our connection still operates thanks to an 8-hour battery backup allowing the communication line to remain open in the event of a trapping. We also proactively monitor and resolve any issues, whether power or connectivity, ensuring that your lift comms are compliant and operational.

### What does managed mean?

Our service encompasses the following elements;

1. Installation of our services to your sites
2. We monitor the connection and battery status of your lifts providing you with a digital log and audit trail of connectivity
3. We proactively fault find and resolve issues through remote diagnostics.
4. We deliver ongoing administration of the service including account changes, portfolio updates
5. We remove hassle by rolling up all our service contracts into a single, itemised monthly invoice and manage the payment process

### What's included?

- Roll out planning for your portfolio via our customer success team
- Installation of the connectivity service via your lift maintenance provider(s) – this includes a site survey to determine the best location for gateways and antennae ahead of the install date
- SIM card administration and call costs (in line with our fair use policy)
- Access to AVIRE HUB, our cloud-based monitoring platform, for unlimited users with access to real time connectivity data
- Email reports/audit logs for compliancy purposes
- Daily fault reviews and resolution and any costs associated with resolution (where fault is ours)
- Swap out of consumable elements and any associated costs
- Swap out of equipment to latest version where necessary



- Regular account check-ins with our customer success team
- Account administration elements such as changes to personnel, contact details, changes to lift maintenance provider details, portfolio updates etc.

### **What's not included?**

Our service relates to the connection only. It does not cover:

- Cancellation of any 3rd party contracts already in place (e.g., BT landline)
- Any installation of additional products (our own or 3rd party) connected to our equipment e.g., lift audio units, emergency phone devices
- Any monitoring of additional products (our own or 3rd party) connected to our equipment e.g., auto-diallers
- Any reporting elements of additional products (our own or 3rd party) connected to our equipment e.g., lift audio units, emergency phone devices
- Any diagnostics, faults and/or resolution relating to additional products (our own or 3<sup>rd</sup> party) connected to our equipment e.g., lift audio units, emergency phone devices
- Any costs arising from resolution work required/site visits where there is non-fault on our part

### **What happens if I have more than one lift?**

Our service is suitable for all types of portfolios from single lift owners through to multi-site, multi-lift. We will work with you and your lift maintenance provider(s) to roll out the service across your portfolio, no matter the size and complexity. What's more, you will only ever receive a single, monthly invoice covering all your lift connections.

## **Pricing and Contract Q&As**

### **How much is it?**

There's no upfront fees or connection charges. Just £49 a month, per connection/lift once you're connected to our service.

### **Are there any upfront fees?**

No. You only start paying once your lift is connected to the service.

### **How do I place an order?**

You will need to set up an account on our web shop which can be found here [memcoshop.avire-global.com](https://memcoshop.avire-global.com). Alternatively, please speak to one of our customer service members by contacting them on +44 (0)1628 540100, Option 1 or via Email at [Customerservice.uk@avire-global.com](mailto:Customerservice.uk@avire-global.com).

### **How do I pay?**

A monthly direct debit will be set up as part of the onboarding process.

### **Will I receive an invoice?**

Yes. Each month you will receive a single invoice that covers all your connections/lift portfolio.

### **How long does the contract last?**

3 years from connection to our services (i.e., installation).



**Will there be any price rises during the contract?**

Only inflationary price rises captured once a year each April. You will be notified one month prior to these changes taking place.

**Installation of the Services Q&As**

**How long does it take to connect to the service?**

We'll pro-actively co-ordinate with your lift company to get you connected minimising the disruption to your business.

**Who installs the equipment?**

Your current lift maintenance provider.

**Who owns the equipment?**

The equipment remains the property of MEMCO at all times.

**Access to the Services Q&As**

**How do I access the service?**

Once you have placed an order, we will work directly with you and your lift maintenance provider(s) to get you connected. This will include installation of our equipment at your sites and onboarding sessions to familiarise yourself and your team with the AVIRE HUB.

**How do I access the HUB?**

Your account will be set up for you by our Customer Success Team and you will be given access to the AVIRE HUB, as well as training, as part of the onboarding process. We will set the account up with all your service/lift connections.

**How many accounts can I link to the AVIRE HUB?**

Your account will have the following permissions to our cloud-based monitoring platform - Internal Administrator account x1.

- This person has full admin rights and manages the Collaborator-Internal allocations.
- This account is set up by Us as part of the onboarding. Changes to this account are managed by Us.

External Administrator account x1 per lift maintenance company or lift consultant employed

- This account is set up by Us as part of the onboarding. Changes to this account are managed by Us.
- This person has read only access to sites under their company management
- Also has edit rights for collaborator-external allocations (e.g., if lift engineer servicing your building changes)
- Collaborator-Internal; Unlimited in number. Read only access to sites they oversee or maintain.
- Collaborator-External; Unlimited in number. This person has read only access to the sites they maintain or oversee.

There is also a guest login option, but this is used for installation of services only.



**Can I add more lifts to the service at a later date?**

Yes – we can add more connections as and when needed.

**Can I remove lift connectivity?**

Yes – this will effectively be achieved through termination of the contract. The following exit penalties will apply

1. Cancellation fee during initial term: £300
2. Removal and return of equipment after termination during initial term:
  - a. within 12 months £300
  - b. Within 13-24months £200
  - c. Within 25+ months years £100
  - d. (or you can arrange for return using a qualified, AVIRE-approved engineer at your own cost)
  - e. Removal and return of equipment after initial term: £0.
  - f. During an auto-renew period (after initial term), £100 cancellation fee will apply.

**Can I transfer the service across to a new lift/location?**

Potentially – this would need to be investigated case by case. Transfer fees may apply.

**How do I access the compliancy/audit logs?**

These will be available directly via the AVIRE HUB. You can also get them direct to your inbox at a frequency set by you.

## End of Contract Q&As

**What happens after 3 years?**

The contract will auto renew for a further 12months at the current list price. This list price may be higher than your previous contract price.

**What if I don't want to renew?**

We will need 90 days written notice from you that you wish to terminate the subscription. You will also need to return any equipment supplied as part of this contract. If the equipment is not returned, returned in a state of disrepair, or not returned in full you may be liable for further fees/charges.

**Can I terminate the contract early?**

Yes. 90days notice period is required and an early exit fee may apply. You will also need to return to us any equipment supplied as part of this contract. If the equipment is not returned, or returned in a state of disrepair, or missing parts you may be liable for further fees/charges.

## Aftercare and contact Q&As

**What happens if there is a problem?**

We will pro-actively detect any faults with the connectivity and initiate remote diagnoses and resolution. In the rare occurrences where a fault cannot be resolved remotely, we will organise a site visit together, with your lift maintainer, to identify and rectify the fault.



### **Is the equipment warrantied?**

Yes – We maintain the equipment for life. Over the course of the contract, we will maintain and replace where necessary any faulty part or consumable. This also includes any required upgrades due to technology and /or infrastructure sunsetting such as 4G.

The exceptions to this being any fault caused by accidental damage, misuse or malicious damage, incorrect installation, installation of 3rd party device/attachment not provided by us and any modification to the equipment not authorised by us.

### **How do I get in touch with you?**

You can contact us in the following ways:

1. Call our customer support line on +44 (0)1628 540100
  - a. Option 1
2. Email us at [customerservice.uk@avire-global.com](mailto:customerservice.uk@avire-global.com)

Last updated August 2022