

Alliot Technologies Support Policy

What We Do

- Recommendations and design:
 - this can be anything from recommending a sensor for a certain application, up to assistance with large tenders or design of complete systems. Generally, product recommendations will be provided for free and larger consultative project work can be charged by the hour or at an agreed fixed rate. To discuss your requirements please contact us.
- Remote installation assistance:
 - we can help you get products and services supplied by us working remotely. See "How To Get Support" below for details of how to get in touch. This should be booked in advance where possible so we can plan to have an engineer available at the time you need them. For ad-hoc installation support, we will attempt to help you according to the after-sales technical support service level below. We may charge for installation assistance at our discretion, this will be discussed with you should you need it.
- After-sales technical support:
 - we offer remote support to any of our customers with the hardware or software they have bought from us. See "How To Get Support" below for details on how to contact us for support.
 - Our free technical support is a best-effort service we provide to help out our customers. We always aim to respond within 4 working hours of receipt of a support request.
 - Our support desk operates to Alliot's UK business hours, see note 1 below.

How To Request Support

- In all cases, technical support should be requested using our online support system at this URL: <https://alliot.co.uk/techsupport>
 - You will need to create an account, this is a simple automated process. It is recommended to sign up as soon as you have purchased from us to avoid extra delays when you need support.
- Once a support request is raised, our engineers aim to respond within 4 working hours as above. Response will be via the support system and you will receive an email to inform you of this.

Alliot_tech_support_policy Apr 2022 v1.1

Alliot Technologies Ltd

A member of the T2100 Group

Company Registration No: 11104160

Registered in England & Wales

 +44 1484 599544

 contact@alliot.co.uk

 www.alliot.co.uk

 Savile Mill, Savile Street

Huddersfield

HD3 4PG, United Kingdom

- If a telephone call or video call is necessary, this will be arranged by our support engineers via the support system.

Support Process

- A support request is initiated when you submit a ticket into our support system as detailed above
- A request needs to include as much information about the issue as is reasonably possible. Examples include:
 - detailed description of what is happening (as oppose to vague descriptions such as "it's not working" with no other information)
 - how many items are affected
 - is this a new installation (of a system or a device) or an item that has been in operation and suddenly developed a fault
 - is the fault intermittent or continuous? If intermittent, how frequent and does it coincide with something else that occurs (e.g. motion sensor stops working at night)?
 - any logs if possible. E.G. if a software system then logs from the system or screenshots. If related to sensor payload then examples of the problematic payload
- Our engineers will assess the information provided. At this point a number of things may happen:
 - we may suggest a configuration change or fix that the customer can carry out
 - we may need to refer this back to the supplier of the device or system for assistance from them. If this happens then a further response will depend on the upstream supplier
 - we may ask for more information, logs or examples of the issue
 - we may deem the item(s) to be faulty and require replacement. All hardware is sold by default on a return to base warranty unless a customer has a separate support agreement with us which supersedes this document. We will ask for the items to be sent back to our warehouse, for full information see our returns policy:
<https://www.alliot.co.uk/returns/>
- In the event that we require more information, please note that our support is remote only it is expected that our reseller/customer has competent individuals who can visit sites if needed. We can sometimes access your software platform if a login can be shared with us and the platform is something supplied by us.

Alliot_tech_support_policy Apr 2022 v1.1

Alliot Technologies Ltd

A member of the T2100 Group

Company Registration No: 11104160

Registered in England & Wales

+44 1484 599544

contact@alliot.co.uk

www.alliot.co.uk

Savile Mill, Savile Street

Huddersfield

HD3 4PG, United Kingdom

- If the item(s) are faulty and being returned, we will start work on it within two business days and aim where possible to either send a repaired or replacement out within one week. In the event that a device is no longer available or not in stock for a significant amount of time, we will give the option for a refund of the original cost or we will suggest a suitable alternative if one is available. The item(s) are then sent back to the original delivery location at Alliot's cost. If delivery is required elsewhere we may impose a charge if this is significantly more expensive than the original delivery location
- Also refer to our standard Terms & Conditions: <https://www.alliot.co.uk/wp-content/uploads/2020/06/alliot-terms-and-conditions-June-2020.pdf>

Paid Support Options

- Support contracts:
 - Silver.
 - Online support via ticket system.
 - 4 hour guaranteed initial response time. Alliot UK business hours (see note 1 below). £5200 per year.
 - Gold.
 - Online support via ticket system
 - Dedicated support telephone number.
 - 2 hour guaranteed initial response time. Alliot UK business hours (see note 1 below). £10,500 per year.
- Pre-quote planning services
 - Sometimes you have a problem to solve but need some help in finding the best solution.
 - We can offer professional services at the pre-quote stage to plan your project, refine your requirements and recommend the best hardware and software solutions to meet your need provided to you in a report.
 - This helps to ensure your project has the best chance of making the sometimes difficult jump from a proof of concept to a fully fledged roll out.

Alliot_tech_support_policy Apr 2022 v1.1

Alliot Technologies Ltd

A member of the T2100 Group

Company Registration No: 11104160

Registered in England & Wales

+44 1484 599544

contact@alliot.co.uk

www.alliot.co.uk

Savile Mill, Savile Street

Huddersfield

HD3 4PG, United Kingdom

- We have technical engineers and sales engineers with many years of experience who can plan and recommend the best way forward with specific industry knowledge in many areas implementing IoT solutions.
- Radio surveys and installation planning
 - One of the most important aspects of a good LoRaWAN installation is radio planning. Whilst the LoRa technology provides really good, long range, coverage in comparison to many other radio technologies, it is still important to ensure good coverage of the area you want to install sensors.
 - We can offer radio surveys for sites of any size from a single building to a city or larger.
 - We can arrange on-site surveying and software mapping or a combination of both.
 - An “install and hope for the best” approach sometimes works for smaller installations but for larger, more complex systems, radio planning is essential.
 - In addition to this, we can also offer sensor installation planning services. This can sometimes be done using photographs of intended areas for sensors to be installed into or sometimes needs an on-site survey. This will help to ensure two things, that you are buying the correct devices for the job (e.g. if buying a current clamp meter, will it fit around the cable on-site), secondly it ensures that the installation engineer with the right tools for the job which sometimes might not be known beforehand (e.g. if installing a water flow meter device, what size pipe fittings will be needed, is the pipework plastic or metal?).
- Outdoor or indoor gateway installation
 - Particularly with outdoor gateways, proper installation is essential. Generally this will involve working on roof tops, up ladders and requiring safety equipment. We can offer installations in the UK to suit most requirements via our network of qualified, experienced installer partners.
 - Contact us for more information and to organise getting pricing. Sometimes we are able to quote without visiting the installation location first, sometimes pictures of the intended installation site may be needed.
- Ad-hoc pre-paid assistance
 - If you need extra help getting devices or software you've bought from Alliot working then we can offer paid for remote assistance to help you out.

Alliot_tech_support_policy Apr 2022 v1.1

[Alliot Technologies Ltd](#)

A member of the T2100 Group

Company Registration No: 11104160

Registered in England & Wales

 +44 1484 599544

 contact@alliot.co.uk

 www.alliot.co.uk

 Savile Mill, Savile Street

Huddersfield

HD3 4PG, United Kingdom

- This needs to be pre-booked and either pre-paid or invoiced on account if you have a credit account with us. We normally charge on an hourly basis but if you have a larger requirement please contact us to organise a fixed price if suitable.
- Remote installation of software
 - In many cases we can offer remote installation services for software that we sell such as LoRaWAN Network Servers where you need on-premise hosting or hosting in your own cloud platform.
 - We can use most modern tools and methods of connecting to your systems remotely, please contact us to discuss options.
 - We have experts with over 20 years of experience with Linux server platforms which most of the server software we offer requires.
 - Note that we cannot offer this service for software not supplied by us.
- Remote device setup
 - If you have purchased devices from us and want us to set them up within your existing LoRaWAN network then we can do this for you. Usually charged per device or per hour for larger jobs.
 - We have many years experience with all the major LoRaWAN platforms and work with the providers & developers so can get their assistance if ever needed.
 - Note that we usually don't offer this for devices not supplied by Alliot but contact us anyway and we'll see what we can do.
- On-Site installation of sensors. We can arrange for an engineer to visit a site or number of sites in the UK to install most of the sensors that we sell. This could be as simple as placing an air quality sensor on a wall, turning it on and confirming it's operation or more complex such as an outdoor sensor on a roof or an energy meter wired into a consumer unit. We can usually offer a fixed price based on a number of sites or sensors, please contact us to find out more.

Notes

1. Alliot's business hours are 09:00 to 17:30 (UK timezone), Monday to Friday excluding bank holidays of England.
2. Our on-site services are normally available in the UK only. Please contact us if you have a requirement outside of the UK and we may be able to help.
3. On-site work is subcontracted to engineers trained by Alliot and with the relevant insurance, equipment and experience.

Alliot_tech_support_policy Apr 2022 v1.1

Alliot Technologies Ltd

A member of the T2100 Group

Company Registration No: 11104160

Registered in England & Wales

+44 1484 599544

contact@alliot.co.uk

www.alliot.co.uk

Savile Mill, Savile Street

Huddersfield

HD3 4PG, United Kingdom

4. We normally don't work with hardware or software not bought from us but sometimes we may be able to offer consultation services, please contact us.