



Service Level Agreement (SLA) 2020

Convectionium / A Jacksam Company

Definitions

Issue Severity Levels:

- Level 4 System is down, all operation halted. (ie: No power, Fails Self-Test)
- Level 3 System has failures, work continues but is impeded. (Exceeds failure rate)
- Level 2 System operational, work continues is impeded. (Operational Instruction)
- Level 1 Informational Request.

Levels of Service:

- Pre- Sale – Equipment on site but not installed,
- Warranty – Equipment installed and made operational with no service agreement.
- Service Agreement – System operational
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Response Types:

- ◆ Remote Service - Convectionium Service or Technical personnel respond to request using phone or computer video conference.
- ◆ On Site – Convectionium representative will arrive at equipment location and perform service request at equipment location.

Notification: A contact is made to Convectionium by either phone or email.

Response: A contact has made by Convectionium to a received notification.

Premium Service Agreement: A separate contract defines premium levels of service at additional expense.

Issue Process:

Issue Notification

- ◆ When a customer requires service or assistance with their equipment, they will notify Convectionium using one of the following methods:
 - Notifying their account manager.
 - Sending an email to support@convectionium.com
 - Sending an email here will generate an auto-response to the customer, notifying them of our follow-up procedure.

Issue Response

- ◆ Pre- Sale
 - Response will be performed using Remote Service within 24 hours.
- ◆ Warranty
 - L4 – Response will be within 4 business hours and will be performed using Remote Service until it is determined On Site response is required. Once that determination is made, arrangements will be made to arrive within 48 hours.
 - L3 - Response will be within 4 business hours and will be performed using Remote Service until it is determined On Site response is required. Once that determination is made, arrangements will be made to arrive within 48 hours.
 - L2 - Response will be performed using Remote Service.
 - L1 - Response will be performed using Remote Service.
- ◆ Premium Service Agreement
 - Response will be within 2 business hours and will be performed using Remote Service until it is determined On Site response is required. Once

that determination is made, arrangements will be made to arrive within 48 hours unless otherwise specified in Service Agreements.

Issue Closure

- ◆ Pre- Sale
 - Upon completion of information exchange between Convectium and equipment purchaser.
- ◆ Warranty
 - L4 - Successful repair or replacement of failed equipment. If repair or replacement of failed equipment has not resolved the issue see Escalation of Issue or Issue Mediation for resolution.
 - L3 - Successful repair or replacement of failed equipment. If repair or replacement of failed equipment has not resolved the issue see Escalation of Issue or Issue Mediation for resolution.
 - L2 - Successful repair of failed equipment. If repair or replacement of failed equipment has not resolved the issue see Escalation of Issue or Issue Mediation for resolution.
 - L1 - Successful information exchange.
- ◆ Premium Service Agreement
 - Typical Response will be within 2 business hours and will be performed using Remote Service until it is determined On-site response is required. Once that determination is made, arrangements will be made to arrive within 48 hours unless otherwise specified in Service Agreements.