

UK Health Security Agency

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# Wireless Temperature Monitoring

Maintenance contract for UK Health Security Agency  
(01/07/2022 – 30/06/2023)

[www.jtfwireless.com](http://www.jtfwireless.com)

JTF WIRELESS LTD, AMINGTON INDUSTRIAL ESTATE, 9 GALENA CLOSE, TAMWORTH, STAFFS, B77 4AS

Tel: 0121 794 8092 Email: [sales@jtfwireless.com](mailto:sales@jtfwireless.com)



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### IceSpy Maintenance Agreement

#### 1. IceSpy Support Services

JTF Wireless Limited offer a range of support services for all Hanwell, IceSpy and Sematics products, during and beyond the product's initial warranty period. This document describes the services available and the terms and conditions.

#### 2. Definitions

- 2.1 JTF is JTF Wireless Limited, approved distributors of the IceSpy and Hanwell range of products.
- 2.2 Customer is the user of Hanwell or IceSpy products which may comprise a monitoring system.
- 2.3 System is a Hanwell, IceSpy and/or Sematics monitoring system comprising any equipment supplied by JTF either directly or through an approved distributor.
- 2.4 Agreement comprises this document and its associated schedule of parts contained in the System.
- 2.5 System Value is the value of hardware and software at the current list price.
- 2.6 Server is the machine (Physical or virtual) in which the system software and/or services is installed on.
- 2.7 End of life is any equipment which is or becomes obsolete during the duration of the contract.
- 2.8 Its Products are all products supplied by JTF Wireless which are detailed in Section 11 of this agreement.

#### 3. General Conditions

- 3.1 This Agreement is for a System supplied by JTF to the Customer, either directly or through an approved distributor.
- 3.2 Services supplied by the Agreement are subject to the agreed fee, defined in the Agreement, having been received by JTF.
- 3.3 The Agreement is for the time period shown in section 10.
- 3.4 The Agreement covers the equipment listed in section 11.

#### 4. Support Services supplied by JTF

***This section contains a list of all services provided by JTF Wireless Ltd. Some of these may not be relevant to the system supplied.***

***Please refer to Section 9 of this contract which details which services you have purchased.***

##### **A) Remote Assistance Service**

- 4.1 Technical support is available Monday – Friday, from 09:00am to 17:00pm. Out of hours support may be provided within the contract, subject to availability, at JTF's discretion.
- 4.2 Where the software installation has an internet connection that allows secure remote access, JTF can attempt to diagnose and rectify faults remotely. This service may require the customer to be present to accept the remote link.
- 4.3 JTF will use reasonable endeavours to respond to all support calls within 1 working day. Please refer to section 12 for our remote assistance process.
- 4.4 JTF will supply, install and support the latest versions of software appropriate to the System as this is revised. All upgrades will be provided at no additional cost as part of this service.

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### **B) Extended Warranty Service**

- 4.5 JTF will repair or replace at its own cost any of its products that are found to be defective as a result of faulty materials, assembly or approved installation. This Service does not cover the costs of repair or replacement due to misuse or neglect on the part of the customer.

### **C) Onsite Maintenance and Calibration Service**

- 4.6 An approved engineer will attend the customer's premises for an annual visit to perform a system health check (described in separate method statement) or service visit as required. Subsequent visits, if required, will be awarded a 25% discount as part of this agreement.
- 4.7 Annual onsite calibration of temperature sensors is carried out by an approved engineer. A 'traceable to national standards' or ISO 17025 UKAS accredited certificate for each probe is subsequently issued.
- 4.8 A full visit report will be provided at the end of any maintenance or service visit. This will include actions completed, further actions required by the customer and/or by JTF following the visit, as well as recommendations for future improvement.
- 4.9 A JTF engineer will replace lithium batteries of any sensor during the calibration visit, where they are purchased as part of this agreement.

### **D) Sematics Support Services**

- 4.10 JTF will keep all Sematics licenses up to date for the duration of this agreement. Any upgrades of Sematics software are uploaded automatically via the cloud as and when they are released.
- 4.11 JTF will provide ongoing support and training for Sematics, including assistance with configuration of the system, including but not limited to: User setup, notification management, and sensor management. Please note it is the customer's responsibility to notify JTF of any changes required which cannot be completed by the customer.
- 4.12 The annual Sematics license includes SMS, Voice alarms free of charge, subject to fair usage. If the customer exceeds 3000 messages per annum on any one Sematics site, JTF reserve the right to charge for additional SMS bundles.

## **5. The Customer's Responsibility**

- 5.1 Any Agreement does not cover product failure resulting from misuse or abuse. In the event that it is identified that equipment failure is a result of misuse or abuse, JTF reserve the right to charge for its repair/replacement and any associated call-out fees.
- 5.2 The customer must provide a named person who is responsible for the System and ensure this person is used to liaise with JTF staff (or representative) to handle any service provided by this Agreement.
- 5.3 The customer is responsible for providing remote access to JTF for remote assistance service.
- 5.4 Upon receiving any replaced or repaired equipment, the customer will notify the support team that the item has been received and is ready to be configured on the system.
- 5.5 The customer must ensure that a competent person is available to oversee any service visit, and provide the necessary access to hardware and software. As part of a calibration visit it is the customer's responsibility to collect all hardware items which require calibration and present to the engineer upon arrival. Failure to comply with this requirement will result in the customer being charged for the visit according to current service charges, irrespective of the level of cover that has been agreed. Any sensors that are not provided will be not be calibrated but may still be charged.

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### 6. Additional Benefits and Restrictions

- 6.1 Nothing in this agreement shall require JTF to attend the customer's premises on demand. In the event that JTF need to attend the customer's premises then the customer will provide reasonable access.
- 6.2 Should any malfunction be due to equipment not covered by the Agreement, by abuse or neglect, or IT infrastructure changes which may affect the system, JTF reserves the right to charge for any product or service required, according to JTF's current price list, irrespective of the level of cover that has been agreed.
- 6.3 This agreement only covers Hanwell or IceSpy branded hardware supplied directly or indirectly by JTF.
- 6.4 End of life products will be repaired or replaced with an item of the same part code, subject to availability. This agreement does not cover hardware upgrades if required.
- 6.5 Either party may terminate this Agreement at any time by giving thirty (30) days written notice to the other, with or without cause. Neither the Supplier nor The Customer shall be liable to the other for damages of any kind or character on account of such termination unless stated under any services within this agreement. Once signed, this agreement is non-refundable.

### 7. Procedure

The customer should follow the procedure defined below.

- 7.1 Firstly, follow the steps detailed in our remote assistance process, See section 12.
- 7.2 If, in the event of any product fault, it is likely that the fault can be rectified by repair or replacement of any System parts, the customer should return such parts to JTF who will repair or replace them as deemed necessary or most practical.
- 7.3 When the above procedures have been exhausted, a visit by an engineer may be necessary.
- 7.4 Any charges for the above are dependent on which service levels are purchased.

### 8. Charges

- 8.1 Remote Assistance Service: 5% of the system value outlined in section 11. A minimum charge of £300 will apply to this service.
- 8.2 Extended Warranty: 5% of the system value outlined in section 11. A minimum charge of £300 will apply to this service.
- 8.3 Onsite Maintenance and Calibration Visit: 10% of the system value outlined in section 11. A minimum charge of £500/day will apply to this service.
- 8.4 Calibration Certificates: Calibration certificates will be charged as per our current calibration price list.
- 8.5 Sematics Support Service: Sematics annual license is charged at the rate on our current price list, and is POA dependent on the number of sensors in a system.
- 8.6 Battery replacements will be separately chargeable
- 8.7 Sematics Additional SMS Charge: If the client exceeds their fair usage, 3000 SMS per annum, then JTF reserve the right charge for additional SMS bundles at £0.05 per message. Sematics additional Voice call charge: If the client exceeds their fair usage, 3000 voice calls per annum, then JTF reserve the right to charge for additional voice call bundles at £0.35 per call.
- 8.8 SIM card contract: Any sim cards provided by JTF for SMS modules are charged at £240 annually.

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- 8.9 Hosted Server: JTF may provide hosted server options POA.
- 8.10 Payment: Contracts are payable within 30 days of the contract start date.

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### 9. Contract Pricing (Per annum)\*

Description	Unit Price	QTY	Discount	Total Price
Onsite Maintenance Contract - Includes Healthcheck and Calibration Engineer Visit		1		
Notion Battery Replacement		146		
Shipping		1		
Three-Point UKAS Calibration Certificate - QMS Method 01 - By comparison to a reference in an air chamber (-35 <sup>0</sup> C to +40 <sup>0</sup> C) Uncertainty 0.38 <sup>0</sup> C See asset register for calibration points		126		
Three-Point UKAS Calibration Certificate - QMS Method 02 - By comparison to a reference in a Dry Block. (-90 <sup>0</sup> C to +135 <sup>0</sup> C) Uncertainty 0.19 <sup>0</sup> C See asset register for calibration points		16		
Remote Support Service Contract		1		
Extended Warranty Service Contract		1		
EMS - Shared Hosted Server		1		
C02 Calibration 0%&5%		4		
<b>Sub Total</b>				<b>£18,761.30</b>

***\*You may purchase any variation of the annual services detailed in this maintenance agreement. Any two services chosen will include a 10% discount. If you purchase all three levels of service, a 15% discount will be applied.***

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10. Agreement and Contract Dates

Start Date of Agreement: 01/07/2022  
End Date of Agreement: 30/06/2023

Customer: UK Health Security Agency

Supplier: JTF Wireless Ltd

Address:

Address:

Contact:

Contact:

Purchase Order:

PO Date:

Sign below to confirm: *I have read and understood the terms detailed in this document. I have also reviewed the asset register and confirm the calibration temperatures detailed are correct.
Authorized Signature for UK Health Security Agency

Full Name:  
Job Title/Role: Senior Commercial Manager  
Date Signed: 15/12/22

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### 11. Asset Register

This section details all live assets which are covered under this agreement. The calibration specification is also detailed. You reserve the right to change the calibration specification prior to your calibration visit by submitting a request to your point of contact. The specification includes up to 3 temperature points, and the option for a fully accredited or a traceable calibration to UKAS ISO 17025 standards.

Serial Number	Asset Name	Product Code	T1(°C)	T2(°C)	T3(°C)	UKAS?	Asset Value
	CO2 sensor cable 1	IN-LSC3.0				False	
	CO2 sensor cable 4	IN-LSC3.0				False	
	CO2 sensor cable 3	IN-LSC3.0				False	
	CO2 sensor cable 2	IN-LSC3.0				False	
00-01-54-29	Not in use (only external)	IN-TH002F1				False	
00-01-54-53	Not in use (only external)	IN-TH002F1				False	

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00-01-55-88	Not in use (only external)	IN-PT001F1				False	
00-01-55-89	Not in use (only external)	IN-PT001F1				False	
00-01-67-90	Enterics 36C CO2 Incubator 02937	IN-MA001F1				False	
00-01-67-91	WASP Lab Incubator 3 (CO2)	IN-MA001F1				False	
00-01-67-92	Main Lab 37C CO2 Incubator 01344	IN-MA001F1				False	
00-01-84-92	Not In Use (External Only)	IN-TH002F1				False	
00-01-84-93	Not In Use (External Only)	IN-TH002F1				False	
00-01-84-94	Not In Use (External Only)	IN-TH002F1				False	
00-01-88-42	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-43	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-44	Not In Use (External Only)	IN-PT001F1				False	

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00-01-88-45	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-46	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-47	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-48	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-49	Not In Use (External Only)	IN-PT001F1				False	
00-01-88-50	Not In Use (External Only)	IN-PT001F1				False	
00-02-20-36	Main Lab 37C CO2 Incubator 002284	IN-MA001F1				False	
0320-00723	Containment Lab Echo	IN-RP002F1				False	
0820-00107	WASPLab Repeater	IN-RP002F1				False	
0820-00108	NMRS NGS Lab Repeater	IN-RP002F1				False	
0820-00392	Hallway/lockers Repeater	IN-RP002F1				False	

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40-00-05-44	1st Floor	IN-HR001F1				False	
40-00-05-45	CL3	IN-HR001F1				False	
40-00-05-58	Bacteriology	IN-HR001F1				False	
40-00-05-59	FreezerRm	IN-HR001F1				False	
64528574	User licenses - PHE	W603				False	
0519-00075	TB -80 freezer 03391	IN-PT143	-60	-70	-80	True	
0519-00080	TB -80 freezer 03390	IN-PT143	-60	-70	-80	True	
0620-00207	-80 Frz 02638 TB	IN-PT143	-60	-70	-80	True	
0620-00211	-80 Frz 03215 TB	IN-PT143	-60	-70	-80	True	
0620-00213	-80 Frz 02898 R&D	IN-PT143	-60	-70	-80	True	
0620-00564	-80 Freezer 01661	IN-PT143	-60	-70	-80	True	

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0620-00569	-80 Frz 03289 R&D	IN-PT143	-60	-70	-80	True	
0620-00582	-80 Frz 01971 R&D	IN-PT143	-60	-70	-80	True	
0620-00584	-80 Frz 01848 TB	IN-PT143	-60	-70	-80	True	
0620-00589	-80 Frz 03060 TB	IN-PT143	-60	-70	-80	True	
0620-00597	-80 Frz 02639 Mycology	IN-PT143	-60	-70	-80	True	
00-01-38-09	Detection - Freezer 03204 (new)	IN-TH001F1	-20	0	15	True	
00-01-58-71	Freezer 03380	IN-TH001F1	-20	0	15	True	
00-01-66-34	Seq Freezer 02925	IN-TH001F1	-20	0	15	True	
00-01-66-35	Clean room - Freezer 02846	IN-TH001F1	-20	0	15	True	
00-01-78-60	Freezer Room - Freezer 03165	IN-TH001F1	-20	0	15	True	
00-01-82-84	Clean Room - Freezer 02845	IN-TH001F1	-20	0	15	True	

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00-01-88-79	Freezer 02153	IN-TH001F1	-20	0	15	True	
00-01-88-84	Freezer 03323	IN-TH001F1	-20	0	15	True	
00-01-88-85	Freezer 01924	IN-TH001F1	-20	0	15	True	
00-01-88-86	Freezer 03277	IN-TH001F1	-20	0	15	True	
00-01-88-87	Freezer 02998	IN-TH001F1	-20	0	15	True	
00-01-88-88	Freezer 03213	IN-TH001F1	-20	0	15	True	
00-01-88-92	Freezer 02260	IN-TH001F1	-20	0	15	True	
00-01-89-64	Freezer Room - Freezer 03329	IN-TH001F1	-20	0	15	True	
00-01-91-86	Freezer 02262	IN-TH001F1	-20	0	15	True	
00-01-91-92	Freezer 03470	IN-TH001F1	-20	0	15	True	
00-01-91-97	Freezer 02848	IN-TH001F1	-20	0	15	True	

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00-01-92-99	Freezer 01222	IN-TH001F1	-20	0	15	True	
00-01-93-02	Freezer 01303	IN-TH001F1	-20	0	15	True	
00-01-93-03	Freezer 03168	IN-TH001F1	-20	0	15	True	
00-01-93-04	Freezer 03228	IN-TH001F1	-20	0	15	True	
00-01-93-05	Freezer 02191	IN-TH001F1	-20	0	15	True	
00-01-93-06	Freezer 02302	IN-TH001F1	-20	0	15	True	
00-01-93-07	Freezer 0290	IN-TH001F1	-20	0	15	True	
00-01-93-08	Fridge 03225	IN-TH001F1	-20	0	15	True	
00-01-93-09	Freezer 02760	IN-TH001F1	-20	0	15	True	
00-01-93-10	Freezer 03164	IN-TH001F1	-20	0	15	True	
00-01-93-11	Freezer 01847	IN-TH001F1	-20	0	15	True	

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00-01-93-12	Freezer 03017	IN-TH001F1	-20	0	15	True	
00-01-93-13	Freezer 02990	IN-TH001F1	-20	0	15	True	
00-01-93-14	Freezer 02939	IN-TH001F1	-20	0	15	True	
00-01-93-16	Freezer 02192	IN-TH001F1	-20	0	15	True	
00-01-93-17	Freezer 02836	IN-TH001F1	-20	0	15	True	
00-01-93-18	Freezer 02849	IN-TH001F1	-20	0	15	True	
00-01-93-19	Freezer 01039	IN-TH001F1	-20	0	15	True	
00-01-93-21	Freezer 02261	IN-TH001F1	-20	0	15	True	
00-01-93-22	Fridge 01822	IN-TH001F1	-20	0	15	True	
00-01-93-23	Freezer 0002	IN-TH001F1	-20	0	15	True	
00-01-93-24	Freezer 03167	IN-TH001F1	-20	0	15	True	

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00-01-93-25	Detection Freezer 03221	IN-TH001F1	-20	0	15	True	
00-01-93-26	Freezer 02929	IN-TH001F1	-20	0	15	True	
00-01-93-27	Freezer 01483	IN-TH001F1	-20	0	15	True	
00-01-93-28	Freezer 02993	IN-TH001F1	-20	0	15	True	
00-01-93-31	Brexit Freezer	IN-TH001F1	-20	0	15	True	
00-01-93-69	New Freezer 3	IN-TH001F1	-20	0	15	True	
00-02-34-46	Freezer 03373	IN-TH001F1	-20	0	15	True	
00-02-34-47	Freezer 01224	IN-TH001F1	-20	0	15	True	
00-02-46-48	Molecular WGS (WGS Media) - Freezer 03473	IN-TH001F1	-20	0	15	True	
00-02-46-50	Molecular WGS (NGS Seq) - Freezer 03418	IN-TH001F1	-20	0	15	True	
00-02-46-51	Molecular WGS (WGS Media) - Freezer 03474	IN-TH001F1	-20	0	15	True	

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0620-00800	Spare Freezer	IN-TH150	-20	0	15	True	
00-01-49-15	Ext 1 Ambient	IN-TH001F1	0	15	30	True	
00-01-58-69	Main Lab Ambient UF	IN-TH001F1	0	15	30	True	
00-01-58-70	Enterics - Fridge 03363	IN-TH001F1	0	15	30	True	
00-01-75-61	Enterics Fridge 03419	IN-TH001F1	0	15	30	True	
00-01-88-80	ARTS Office Ambient	IN-TH001F1	0	15	30	True	
00-01-88-89	Serology Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-88-90	Serology Cold Room	IN-TH001F1	0	15	30	True	
00-01-88-91	Chlamydia Ambient	IN-TH001F1	0	15	30	True	
00-01-88-93	First Round Room Ambient	IN-TH001F1	0	15	30	True	
00-01-88-94	Detection Amb	IN-TH001F1	0	15	30	True	

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00-01-88-95	BC Store	IN-TH001F1	0	15	30	True	
00-01-88-96	Ambient 2nd Round Room	IN-TH001F1	0	15	30	True	
00-01-88-97	Fridge 02147	IN-TH001F1	0	15	30	True	
00-01-88-98	Viro Cold Room 2	IN-TH001F1	0	15	30	True	
00-01-88-99	Fridge 03225	IN-TH001F1	0	15	30	True	
00-01-89-00	WGS Media Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-89-01	TB Primary Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-89-02	Fridge 03071	IN-TH001F1	0	15	30	True	
00-01-89-10	RCM Ambient	IN-TH001F1	0	15	30	True	
00-01-89-46	Fridge 01392	IN-TH001F1	0	15	30	True	
00-01-91-60	Extraction 2 Ambient	IN-TH001F1	0	15	30	True	

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00-01-91-61	Fridge 03120	IN-TH001F1	0	15	30	True	
00-01-91-62	Fridge 02848	IN-TH001F1	0	15	30	True	
00-01-91-63	Ext 1 Ambient 2	IN-TH001F1	0	15	30	True	
00-01-91-64	Viro Cold Room 1	IN-TH001F1	0	15	30	True	
00-01-91-65	Main Lab Ambient 3	IN-TH001F1	0	15	30	True	
00-01-91-66	R-D Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-91-67	Mycology Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-91-68	Fridge 03362	IN-TH001F1	0	15	30	True	
00-01-91-69	Fridge 03167	IN-TH001F1	0	15	30	True	
00-01-91-70	Fridge 03222	IN-TH001F1	0	15	30	True	
00-01-91-71	Corridor Store Cupboard Ambient	IN-TH001F1	0	15	30	True	

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00-01-91-72	PHE Pathology Stores	IN-TH001F1	0	15	30	True	
00-01-91-73	Bacti Cold Room (Upstairs) back	IN-TH001F1	0	15	30	True	
00-01-91-74	Main Lab Cold Room 2	IN-TH001F1	0	15	30	True	
00-01-91-75	Fridge 03361	IN-TH001F1	0	15	30	True	
00-01-91-76	Bacti Cold Room (Upstairs) front	IN-TH001F1	0	15	30	True	
00-01-91-77	Enteric Lab Amb	IN-TH001F1	0	15	30	True	
00-01-91-78	Fridge 03277	IN-TH001F1	0	15	30	True	
00-01-91-79	Clean Room Ambient	IN-TH001F1	0	15	30	True	
00-01-91-80	Main Lab Cold Room 1	IN-TH001F1	0	15	30	True	
00-01-91-81	Fridge 01366	IN-TH001F1	0	15	30	True	
00-01-91-82	Main Lab Ambient 2	IN-TH001F1	0	15	30	True	

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00-01-91-84	Fridge 02453	IN-TH001F1	0	15	30	True	
00-01-91-85	Fridge 03399	IN-TH001F1	0	15	30	True	
00-01-91-87	Sequencing Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-91-88	Fridge 02925	IN-TH001F1	0	15	30	True	
00-01-91-89	NGS Lab Ambient	IN-TH001F1	0	15	30	True	
00-01-91-90	Detection ambient 2	IN-TH001F1	0	15	30	True	
00-01-91-91	Fridge 03364	IN-TH001F1	0	15	30	True	
00-01-93-00	Dirty Fridge 02191	IN-TH001F1	0	15	30	True	
00-01-93-01	Clean Fridge 02897	IN-TH001F1	0	15	30	True	
00-02-46-13	Extraction 1 - Fridge 03220	IN-TH001F1	0	15	30	True	
00-02-75-96	Extraction 1 fridge 02848	IN-TH001F1	0	15	30	True	

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00-02-75-97	Enteric fridge 03366	IN-TH001F1	0	15	30	True	
0620-00801	Spare Fridge	IN-TH150	0	15	30	True	
PHECO2-01	CO2 Sensor 1	J112	0	10		True	
PHECO2-02	CO2 Sensor 2	J112	0	10		True	
PHECO2-03	CO2 Sensor 3	J112	0	10		True	
PHECO2-05	CO2 Sensor 4	J112	0	10		True	
00-01-52-90	WASPLab double air incubator	IN-TH001F1	15	25	37	True	
00-01-58-65	Enterics - Incubator 03121	IN-TH001F1	15	30	40	True	
00-01-58-67	WASPLab CO2 Double Incubator	IN-TH001F1	15	30	40	True	
00-01-58-68	Block 18 - Incubator 03216	IN-TH001F1	15	30	40	True	
00-01-61-69	Incubator 02280	IN-TH001F1	15	30	40	True	

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00-01-66-36	Incubator 03205	IN-TH001F1	15	30	40	True	
00-01-66-37	Incubator 02179	IN-TH001F1	15	30	40	True	
00-01-75-62	Main Lab 30C Incubator 01373'	IN-TH001F1	15	30	40	True	
00-01-91-83	Incubator 57020	IN-TH001F1	15	30	40	True	
00-01-91-98	Ano2 Cabinet 2 02813	IN-TH001F1	15	30	40	True	
00-01-93-15	WASPLab Single Air Incubator	IN-TH001F1	15	30	40	True	
00-01-93-20	Main Lab Incubator 01344	IN-TH001F1	15	30	40	True	
00-01-93-29	Mycology 30C Incubator 02739	IN-TH001F1	15	30	40	True	
00-01-93-30	RCM Hot Room	IN-TH001F1	15	30	40	True	
00-01-93-32	Incubator 02615	IN-TH001F1	15	30	40	True	
00-01-93-33	Enterics - Incubator 02937	IN-TH001F1	15	30	40	True	

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00-01-93-34	Incubator 01125	IN-TH001F1	15	30	40	True	
00-01-93-35	Incubator 02284	IN-TH001F1	15	30	40	True	
00-01-93-36	R&D Incubator 03122	IN-TH001F1	15	30	40	True	
00-01-93-37	Incubator 03347	IN-TH001F1	15	30	40	True	
00-01-93-38	Ano2 Cabinet 1 02812	IN-TH001F1	15	30	40	True	
0620-00799	Spare Incubator	IN-TH150	15	30	40	True	
0719-00515	Main Lab 35C Air Incubator 03346	IN-TH150	15	25	37	True	
0719-00530	Enterics Incubator 02938	IN-TH150	15	25	37	True	

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## 12. Remote Assistance Process Flow Diagram

