

Sonitor Infrastructure and Tag Managed Services Program

Leave the maintenance of your Sense RTLS to our experts

Infrastructure Managed Services

Sonitor Sense Quad-LTs™ (location transmitters), part number INF-B240-C and INF-B240-B, are powered by four (4) industrial grade D-cell alkaline batteries. The average battery life for a LT is approximately 3-5 years (depending on ultrasound coverage and use case) and can be actively monitored through SenseVIEW™, Sonitor's state-of-the-art system management tool. Sonitor offers on-site and remote services to maintain and care for your Sonitor Sense RTLS system.



Our Infrastructure Managed Services include:

- Initial site assessment to determine device battery health
- Remote monthly monitoring of battery status
- Monthly battery status reports
- Replacement of all batteries in devices with battery life of <50%
- Annual visits to monitor overall system health and replace batteries

Note: All device batteries are included with this service.



Tag Managed Services

Tag battery life varies depending on tag type (SmartTag™, SmartTag Mini™, and SmartBadge™), use case and frequency of tag movement. Sonitor's Tag Managed Services help ensure maximum tag uptime and performance, eliminate staff pain points and maximize staff productivity.



Sonitor Tag Services:

- Sonitor monitors tag battery life on a weekly basis and provides weekly battery status report to an assigned end-user contact
- End user collects, cleans, packs and ships tags with battery life <50% back to Sonitor facility
- When received, certified Sonitor technician inspects, replaces batteries and tests tags
- If tag labels require replacement, this is covered in the first 12 months. After 12 months, a quote will be provided
- Tags will be shipped back to customer within 14 business days of receipt to warehouse
- Broken tags:
 - › Broken tags that fall within warranty guidelines will be replaced at no charge
 - › Replacement tags will be provided at a discounted rate quoted by your account manager for broken tags that are outside of warranty coverage

Note: All facility owned tag exchange inventory (based on tag type and volume), shipping cases and shipping costs are included with this service.