

Customer Support



Customer Support Notice

Welcome Letter

05-03-2013

Welcome aboard!

On behalf of everyone at Liquid Robotics, thank you for allowing us to be of service to you. Our Customer Support team is at your service and ready to be your first point of contact (staffed 24/7/365).

LRI Customer Support - Web: www.liquidr.com

Email: support@liquidr.com

Customer Support Desk: (Intl) +1-408-636-4205; or (US) 888-574-4574

At Liquid Robotics, delivering on our commitments and providing an exceptional customer experience is paramount. Here are a few things we do in advance to help make this delivery as smooth as possible.

Let's get started...

Wave Glider Management System (WGMS):

WGMS is the web application that Liquid Robotics provides, and that you will be using to control your Wave Glider. In WGMS, Wave Gliders belong to "organizations"(orgs) and users with accounts in those orgs can view and command the Wave Glider. Below are a few questions that will help us get you set up in the MBARI org.

Please provide us the answers at your earliest convenience.

- What would you like to name your vehicle?
 - Vehicle Name: _____
- We need to create at least one user account for your org. For each user, we'll need to know:
 - First and last name: _____
 - Email address: _____
 - Phone number: _____
 - Access level: (pick one)
 - Guest User: View specific vehicle dashboards without ability to modify system data.
 - Data Analyst: Analyze vehicle data and evaluate performance of system resources.
 - Developer: Allowed to issue a reboot command to gliders.
 - App Developer: Adds ability to read metadata.
 - Master: General user role. Encompasses actions of mission planning, day-to-day operations, provisioning, and development.
 - Administrator: Adds ability to manage user credentials.

Iridium Modem Provisioning:

All Wave Gliders have Iridium modem(s) to support ship to shore communications. Each modem must be activated with a service provider before it can be used. That service provider must also "provision" the modem(s) to send and accept data from the right server. During the manufacturing process, we use AST. Upon system shipment, Iridium services established for manufacturing will be deactivated.

- You will need to transition your iridium modem(s) to your own iridium service provider

Customer Support



Customer Support Notice

Welcome Letter

05-03-2013

- If you would like to continue using AST as your Iridium service provider, please complete the attached AST transfer form and return via email. The transition of service can be completed in 24 hours and there is no down time.
- The transition of Iridium services needs to happen prior to mission deployment.

System Warranty:

The Wave Glider System has a limited warranty. Please refer to section 5 of our Wave Glider™ Purchase Terms and Conditions for details.

Wave Glider Deployment Communications:

Communications with local authorities in your area of operation may be required. Within the Exclusive Economic Zone of the United States of America, we find notification requirements can vary from one USCG (<http://www.uscg.mil/>) district to another, so please inquire with your local authorities in advance of planned Wave Glider operations.

Battery Shipment Regulations, Shipping Labels & Associated Documentation:

To ship lithium ion batteries within the USA and International, specific labeling and documentation must be affixed to the shipping container along with observance of LRI product packaging specifications (in compliance with UN 3481 P.I. 967 Sec II and transportation regulations). Please contact LRI Customer Support Operations for further assistance.

We are excited for you about your purchase and looking forward to being of service. Please let us know how we can help you to make the most of your user experience.

Sincerely,

John Appelgren, Director of Customer Support Operations
Liquid Robotics, Inc.

john.appelgren@liquidr.com

Direct: +1 408-636-4260