# The Yield Hardware Maintenance

GETTING THE BEST OUT OF YOUR SENSING+ HARDWARE

Regular maintenance of your Sensing+ hardware is required to ensure that sensor readings are accurate. Maintenance may be required to ensure that nodes and gateways function correctly. Further details on maintenance tasks are outlined in our User Guides below:

Gateway Inspection Guide
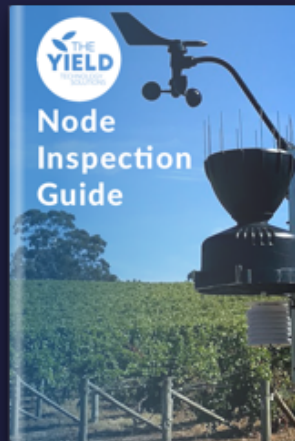
Node Inspection Guide

Sensor Inspection Guide

NB: Please do not make any modifications to, or move the Sensing+ hardware, without first contacting The Yield's Support team.

Faulty and Damaged Hardware

Should you, or a member of The Yield, identify an issue with your installed hardware, The Yield's Support team will work with your designated contact for the hardware to be visually inspected. Providing the Support team with photos of the node and/or sensor, particularly any signs of visible damage, can be helpful in determining issues, and a possible solution.

The Support team will provide instructions that should help resolve the issue. However, if the hardware has been damaged and needs replacing, the Hardware Replacement Process will be applied.

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Hardware Replacement Process

If there is a Support Maintenance Agreement with The Yield in place, hardware replacement costs may be covered. Any hardware replacements or additions that sit outside of this agreement, will follow the below process. When hardware needs to be replaced, the Support team will provide either an **estimate** or **quote** for the work to be completed, depending on the scenario:

- **Estimated cost of work** – will be provided if The Yield is required to conduct a site visit to investigate the issue, therefore will only suggest possible work to be carried out. Once the engineer is on site, the Support team will provide you with the relevant details and agree a process on how to move forward.

- **Quote** – provides a detailed overview of the cost to replace the hardware. This will include a breakdown of site visit (if applicable) and the hardware. Quotes are valid for 14 days once issued. Once the estimate or quote has been accepted, the Support team will work with you to arrange the hardware replacement. An invoice will be issued once the work is complete. Should you prefer to wait for the Annual Maintenance visit for the hardware to be replaced, please note that there will be an impact to the sensor data recorded until the hardware is fixed.

Annual Maintenance Cycle

The Yield will visit your site each year to perform a review of the hardware. The cost of this visit is covered in your licencing fee. The Support team will contact you prior to schedule the visit, which will occur over one to two days. If damaged hardware is identified during the visit, The Yield will issue an invoice for the replacement once the visit is complete.

The Yield Support Team

Should you have any questions on how best to maintain your hardware please contact the Support team - support@theyield.com or +61 484 673 096.