

General Questions

1. What types of IoT modems do you offer?

- Our hardware partners are Teltonika and Peplink.
- Flight modems come in two versions:
 - 2 port: supports up to two controllers
 - 4 port: supports up to four controllers

2. What network carriers do your modems support?

- Flight modems leverage Smart SIM Technology that supports automatic failover between AT&T, Verizon and T-Mobile.
- We support applications in the US, Canada, Mexico, Caribbean and other international locations.

3. How easy is it to set up the IoT modem?

- **SIMPLE:** We strive to make it a simple connection process where all you need to do is power the modem up and connect it to your controller via Ethernet cable. All the internal configuration, routing, security, APN is already setup when the modem is received.
- Flight modems are designed to be supported remotely. Changes and firmware updates can be completed over-the-air (OTA).
- AquaPhoenix's Customer Success team is available for live support, including assistance during installation and start-up.
- Our Customer Success team understands the modem and the controller it is connecting to, enabling a one call support service.

4. What is the typical range and coverage area of your modems?

- In most cases, connections happen without issue through normal cellular coverage. Signal strength is always based on the local environment, and we have tools to help enhance signal strength if needed.
- Flight modems have been redesigned with high gain antennas to tackle some of the most difficult applications.
- For the most difficult applications, Flight offers directional antennas, boosters and cell repeaters, ensuring your modem connection is stable and reliable.



Technical Questions

5. What protocols do your modems support?

- Flight modems talk on 4G / LTE networks.

6. Can the modem handle high data throughput?

- In the Industrial water space, the modems can handle GBs of data throughput. A typical controller use case requires about 200MB of data monthly.
- The amount of data that can be transmitted depends on the power, quality and latency of the cellular signal.



7. What are the power requirements and battery life?

- Modems require DC (9-30VDC / 12-28VDC) power connections.

8. How do you handle firmware updates and maintenance?

- SUPPORTED: With our Flight program, we will monitor and maintain your devices with the latest firmware. The primary reason is to ensure all current security patches are in place to minimize any chance of a breach into your network.
- Firmware is tested with several different controller types to ensure compatibility.

9. How do we improve our connectivity/uptime of modems?

- We utilize a cellular network scanner identifying where the best signal is and from what carrier. We can then help get the signal to where the equipment is located.
- For pre-installation, a site survey helping identify the proper location of antennas will help cut down on frustration and wasted downtime trying to find a signal.
- For unique situations, we can deploy technicians to perform site surveys and design a solution for you.
- Flight leverages hardware data and insights such as RSRP, RSRQ, SINR and RSSI to identify the best cellular provider and signal.
- Automatic carrier failover ensures the modem remains connected.
- The Flight Command Center can identify the best carrier and cellular band, locking the modem into that signal to maximize uptime and improve reliability.

10. Do Flight modems have WiFi capabilities?

- Yes. Flight modems have WiFi capabilities allowing them to connect to WiFi enabled controllers when Ethernet connections are not available. WiFi can also be used to create a local hot spot, if desired.

Security and Compliance

11. What security features are integrated into your IoT modems?

- **SECURE:** Communication is performed via a secure Virtual Private Network (VPN). Your modem is never exposed to the public internet.

12. Are your modems compliant with industry standards?

- Our modems use a IP67 compliant housing – Dustproof and submersion up to 1 meter for 30 minutes.
- Temperature rating between -40°F to 185°F (-40°C to 85°C)
- NEMA 4 box

13. What other security features or services are available?

- With Flight, firmware updates and security patches are automatically deployed, ensuring the modem security protocols are current.
- The modem RMS platform requires multi-factor identification.
- Event logs record who has accessed the device and what changes were made.
- Access to the connected controller is done through an encrypted, secure link through the Remote Management System (RMS) platform.
- IP whitelisting is available.
- Multi-layer password access is an available feature.



Support and Service

14. What kind of technical support do you provide?

- Flight proactively monitors your modems and communicates with you on health of your devices and look to solve issues prior to them occurring. We can watch connections, signal strengths, and maintain firmware security patches ensuring a secure, stable and connected environment.
- The Customer Success team can support both your modems and controllers with one phone call.
- AquaPhoenix leverages a ticketing system, ensuring your issue is tracked to completion.

15. Do you offer service level agreements (SLAs)?

- We provide call and ticketing support M-F (today) during normal business hours.
- Internally, we strive for a 99.999% uptime metric principle, focusing on any device that is not meeting that expectation. We don't guarantee a 99.999% as there are a lot of factors out of our control but we continually evaluate modem performance, making corrective measures to ensure maximum uptime.

Support and Service

16. Can I manage the modems remotely?

- Flight customers have access to the Remote Management System (RMS) platform, allowing you to view your entire deployed fleet.
- The RMS provides online status, cell signal insights, location and access to connected controllers or devices.
- Flight modems support over-the-air (OTA) functionality, allowing remote troubleshooting, setpoint changes, firmware updates and forced reboots.

17. Can you help me manage my modem inventory?

- Flight helps track your deployed fleet by tracking customer name, location, serial numbers and leveraging unique tags to help keep things organized.
- The new modem activation process ensures that important meta-data is captured, allowing you to make sense of where your modems are deployed and how they are performing.

18. Why do modems seem to fail or what is the lifetime of a modem?

- Modems typically last about 4 years but it often depends upon the environment they are placed in. With the Flight Autopilot program, you get free replacements of faulty modems.

19. What is Flight?

- Simple. Secure. Supported
- Water treatment is becoming increasingly complex as more systems move online, making the need for reliable, unified connectivity more important than ever. Flight Modem is the solution to this growing challenge. Designed to simplify technology, Flight is a plug-and-play modem that just works—right out of the box. From seamless connectivity to robust security and reliable data management, Flight is the tool that brings everything together. It connects pumps, meters, controllers, and more, aggregating data into a single, unified view. With Flight, managing water treatment technology is no longer a headache; it's streamlined, secure, and simple.
- At AquaPhoenix, we can support everything you do. One call can address modems, Aliquot software, sensors, controllers, pumps, test kits, reagents and everything in between.

Costs and Contracts

20. What are the costs involved?

- With Flight, there are no data overages. You don't have to worry about unexpected or unplanned charges.
- There are two data plan options:
 - 500 MB per month
 - 1 GB per month
- Three models offered:
 - Pilot – traditional offering with purchased hardware and Data Plans.
 - Copilot - take the controls and navigate your business your way knowing AquaPhoenix is still watching (ie no data overages and enhanced support). Purchased hardware and Data Plans.
 - Autopilot - Significantly reduce your workload by allowing AquaPhoenix to perform routine tasks (modem hardware orders and replacements provided) with prioritized and proactive support ensuring you stay connected to your customers. This allows you to focus on the critical aspects of your business like communicating with your customers and your employees.

21. Do you offer any trial periods or demos?

- Yes, we can show how we monitor your devices through RMS software and our ability to ensure everything is communicating and up to latest firmware patches.

22. What is the length of the contract, and what are the terms of cancellation?

- Three Models:
 - All plans are 12 months covering Data usage and Flight monitoring.
 - Seasonal where you define the start and end period of the season. During the season, the modem is active. Off season the modem is suspended, and no data usage is incurred. Customer purchases hardware.

Service	PILOT	COPILOT	AUTOPILOT
Hardware	Customer Purchased	Customer Purchased	Complimentary
Data Plans	Annual or Seasonal	Annual or Seasonal	Annual or Seasonal
Flight Monitoring Services	No	Yes	Yes
Support	Mon – Fri	Enhanced	Enhanced
Warranty	One year	Two year	Lifetime

Customization and Integration

23. Can your modems be customized to fit specific needs?

- AquaPhoenix can design, build and support a modem for your application.

24. How do your modems integrate with existing systems?

- Our modems are designed to fit ALL brands of internet ready equipment (Controllers, Sensors, Program Logic controllers (PLCs), Remote Terminal Unit (RTU) etc.).
- We have engineering teams available to work with you to integrate to a non-standard connected device.

Scalability

25. How scalable is your solution?

- Highly scalable. Flight management services allow you to focus on your core business, knowing that we are ensuring your fleet is organized and online. With configured Alerts and Notifications and you can get notified of problem areas allowing us to focus on the devices that need attention.

26. What are the options for managing large fleets of modems?

- When integrated into our Flight program, we can configure your modems to send Alerts or Notifications when problems occur. Feel confident in knowing our Dashboard views provide the status of all your devices, and we can proactively communicate with you when problems need to be addressed rather than let it fester for days or weeks at a time unknowingly.