

Remote Monitoring - FAQ

- **What are the plans available?**

Two plans "AirLinx" and "AirLinx Plus" are available with varying amounts of data inputs.

- **How much data is stored on the cloud?**

For the "AirLinx" Plan, 1 year of data is stored on a continuous rolling basis in the cloud. For the "AirLinx Plus" Plan, 3 years of data is stored on a continuous rolling basis in the cloud.

- **What happens after two years?**

The user only pays for data.

- **Can my compressor information be viewed by others? How secure is my data?**

Data can be viewed with a registered username and password.

- **How can I access the data on the cloud?**

Through a secure web page. Access requires a username and password. This is also mobile friendly and is optimized for use with Google Chrome.

- **Can the compressor be remotely stopped/started through the monitoring unit?**

No. Only information requests are possible. The compressor cannot be controlled remotely through this.

- **What happens if I want to cancel the program?**

There is an early exit fee applicable. The cost of the equipment has to be paid along with charges for installation.

- **How long does it take to install? How complicated is the install?**

The installation is very simple and can be completed by a qualified electrician in under 30 minutes.

- **Will the installation be done by Sullair or by the customer?**

Both options are available.

- **What is the warranty available on the equipment?**

The logger is warranted for 1 year from any manufacturing defects.

- **Can I upgrade from Service to Service Plus?**

Yes. The equipment remains the same. Only the data plan changes plus additional monitoring transducers are introduced.

- **Are any spare parts required? Is maintenance required on this unit?**

No.

- **Is that Data real time or does it have a time lag?**

The data is near real time and is logged at 1 minute intervals or 10 second intervals depending on the plan selected.

- **Will Sullair monitor my data?**

Sullair will have the ability to monitor all data generated via the system. This is beneficial if the compressor is on a service plan with Sullair and to expedite any potential serious issues.

- **Can this be tied up with a service contract plan?**

Yes. Sullair can include this into a service contract plan along with the compressor.

- **Can the AirLinx™ be used with any compressor?**

No. The AirLinx™ system only works with Champion compressors that have a Deluxe controller installed. Standard controllers can be upgraded to a Deluxe controller for a fee.



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