

TempTrak I-Care support service agreements

Accuracy and compliance are integral to the success of a healthcare environmental monitoring system.

With TempTrak I-Care support service agreements, your organization can field high-quality temperature monitors with the support and expertise of Copeland by your side.

What is included with TempTrak I-Care support service agreements?

Standard



Access to our help desk in case of any emergency need¹



Complimentary software upgrades and builds on release



A 2-year hardware warranty with replacements at no charge (excluding labor) as a result of manufacturer's workmanship



Complimentary web-based training seminars (To renew an existing I-Care agreement, please contact I-Care@copeland.com)



Annual remote access systems review and checkups, including Performance Reviews and Risk Assessment



Complimentary e-learning training

¹Standard I-Care hours M-F 8am – 8pm EST. Emergency Support excludes training, equipment registration, and administration issues.



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What optional services and support are offered by TempTrak I-Care?



Alarm Management and Dispatching

Use our 24-hour, year-round monitoring service, which includes scheduled business reports covering daily alarm trends, escalations, average response times, and more



On-site calibration services

Regulations are complex and strict, and compliance can be challenging. TempTrak offers on-site calibration service for probes and transmitters in situ to improve the accuracy of the calibration.



On-site visit dates by a TempTrak technician

Based on the scope of work and in collaboration with you, a TempTrak™ technician, working on-site in consecutively scheduled 8-hour days, will evaluate all aspects of your enterprise system.

This may include, but is not limited to, assessments of field hardware conditions, communication systems integrity, and staff training. A final assessment report will include work performed, open issues and recommendations for next steps.



Additional benefits

All TempTrak service agreements come with several benefits to support users:

- One-time waiver of Alarm Management Workflow setup fee
- First 100 alarm events free
- Discounted Cloud Services
- Discounted Advanced Analytics Services

All programs will be invoiced yearly at time of purchase based on the terms of the agreement.

For more information on the TempTrak I-Care Support Service Agreements, please contact us at healthcare.coldchain@copeland.com

To learn more, visit copeland.com

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