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VERTO
SMARTVATTEN PLATFORM
SERVICE DESCRIPTION

2026

1 TERMINOLOGY

Service Provider	Smartvatten Oy or another company belonging to the Smartvatten Group
Purchaser	The company or association that uses the Service or Services provided by the Service Provider
Parties	The Service Provider and the Purchaser collectively
Service Agreement	An agreement about the provision of the Service
Service	The product, service or solution offered to the customer by the Service Provider
Water Metering System	The Smartvatten Water Sub-Metering System
M2M Interface	A device interface that connects various devices to a mobile network
Smartvatten platform	An online portal developed and maintained by the Service Provider and used for the visualisation of the data produced by the Water Metering System
Location	Residential or business premises, such as a housing company
Dwelling	An apartment or business unit that has its own apartment/unit number
User	The Service User authorised by the Purchaser
Resident	A person living in the dwelling
Maintenance Visit	A repair or inspection visit to the Dwelling or Location related to the operation of the Water Metering System
Emergency	A fire, vandalism, damage or other abnormal event in the apartment

2 SMARTVATTEN PLATFORM SERVICE DESCRIPTION

2.1 Overview

Smartvatten platform is a service provided by the Service Provider. The Service includes the transfer of the metering and status data produced by the Water Metering System over a network and the maintenance and display of the data provided by the equipment on the Smartvatten platform service.

The Service is meant for Locations and Users using the Water Metering System.

The service description is an integral part of an agreement that also includes the following documents as a minimum:

- Agreement
- Appendix 1 Data Protection Appendix
- Appendix 2 General Terms of Service

2.2 Limitations of the Service

The Service is always delivered as a complete solution, and it is not possible for the Purchaser to select the components of the Service individually. The dwellings must have a functional dwelling-specific Water Metering System. Any equipment or installation work is not included in the service agreement, and the equipment and installation work portion of a delivery shall always be priced on a case-by-case basis.

The Service Provider has a right to suspend the Service or a part of it temporarily if the suspension is necessary for equipment maintenance, repair, replacement, modification, inspection, software update or other similar reason (Maintenance Visit). The Provider shall endeavour to do its best to minimise the disruption caused to the Purchaser by the suspension.

The maintenance of the Services does not include correcting faults that are caused by a reason that is the responsibility of the Purchaser, a partner of the Purchaser or a third party or by a force majeure event.

2.3 Service components

Water Metering System communication

The Service Provider supplies the location where the Service will be used with an M2M Interface with an appropriate interface type needed for the Water Metering System. The Service Provider takes care of the transfer of the dwelling-specific water meter readings from the Water Metering System to the Smartvatten platform system, using an appropriate data connection and transferring the data to a dedicated database over a network.

If the Purchaser wishes to use a fixed connection (such as a fixed broadband connection) for the communication, the Purchaser is responsible for the provision and maintenance of the necessary connections.

Maintenance

The Service Provider is responsible for the operation of the M2M Interface of the Water Metering System and the transfer of the water consumption data to the Smartvatten platform system, and it shall monitor the status of the system connections.

Smartvatten platform

Smartvatten platform is a browser-based user interface that allows you to monitor the water consumption of housing companies and individual dwellings straight from your desk. All data on Smartvatten platform is updated automatically via the internet, which means that meter reading and billing happen fast and accurately. The system will also alert you about leaks and other emergencies, and this information can be sent quickly to the maintenance company.

Smartvatten platform is a web-based service that includes the features described in this service description. You can use the system to monitor all your locations with the same credentials. The main functions of the Smartvatten platform system are:

- Storing and visualising the data sent by the Water Metering System
- Relaying the alert information from the Water Metering System to the User by email or text message
- Refining the data e.g. into costs based on water tariffs
- Downloadable import files for the following building management and billing software
 - Unes
 - Domus
 - L7
 - Liinos6
 - Tampuuri
 - Infomaster
 - Komartek
 - Fivaldi
- Downloadable company-specific or apartment-specific reports for different time periods
- Visualisation of the conditions in the dwellings

For the sake of clarity, it is noted that some of the functions are dependent on the features of the Water Metering System.

Customer service

Customer service is available over the telephone from 9:00am to 3:00pm (Finland time) on business days. The Service Provider shall respond to enquiries received by email within two (2) business days.

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Customer Support

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