

## **Support Policy**

### **EnviroHub Installer App – Support Policy**

Our goal is to provide a reliable and efficient tool for CM02 device installation and maintenance. The EnviroHub Installer App is intended for use by qualified technicians and installers.

#### **Support Coverage:**

- Assistance with app installation and Bluetooth connectivity.
- Guidance on configuring devices, using configurators, and setting up state machines.
- Support for firmware updates via the app.
- Troubleshooting known issues or bugs in the app.

#### **How to Get Support:**

- Contact our technical support team at: **design@atlantic-pumps.com**
- Business hours: **Monday to Friday, 7:30 AM – 4:30 PM (UK time)**
- Expected response time: **within 2 business days**

#### **Limitations:**

- We do not provide support for third-party hardware or SIM card configurations.
- End-user questions about data monitoring should be directed to the Senteos portal team.
- The app is not designed for consumer use and is intended solely for professional installation and maintenance personnel.