



FAQ for kalki.io Store

General Introduction

1. What is included in my kalki.io purchase?

By subscribing to kalki.io, you get access to the kalki.io energy IoT platform for the subscription period. kalki.io is a Software as a Service (SaaS) and your subscription entitles you to a supported number of devices, user IDs and storage space based upon the plan selected. Your devices can securely connect to kalki.io through the Internet or via a private network. kalki.io can manage supported devices as well as collect and store data from them. Find out more information about these features in the '[Learn and Explore](#)' section of the kalki.io website.

2. What is Kalkitech SYNC?

Kalkitech SYNC is a line of utility automation products that have been widely used in transmission and distribution sectors across more than 70 countries. They are well-known for their high-performance and ruggedness, in addition to the breadth of industry standard and vendor-specific protocols and communication technologies they support, which include IEC61850, IEC60870, Zigbee, and PLC. These products can be used to simplify and accelerate deployment of kalki.io.

Some of the common ways in which SYNC products are deployed are listed below:

- Protocol Gateway
- Station Data Concentrator / Controller
- Phasor Data Concentrator
- Edge Router and Last Mile Nodes
- Remote Access Points
- Compact RTU
- Control Center Gateway

To learn more about how to select the right SYNC product for your environment and how it can be used with kalki.io, please visit the [kalki.io store](#). You can also find more information on Kalkitech's full line of world class products and services by visiting our [website](#).



3. Do I need a SYNC device to connect to kalki.io?

Connecting your devices to kalki.io through Kalkitech SYNC devices is one option. There are other ways to connect without using SYNC devices. For example, if you have DLMS-COSEM meters, kalki.io can have an outbound connectivity with these devices directly, without the requirement to connect them through a Kalkitech SYNC device.

4. What is the production portal?

The production portal is the main website that you will use as a customer of kalki.io. It is the secure portal where you can access the SaaS platform. The URL will be shared with you, once your account is activated.

5. Where will my data be stored, if I subscribe to a Neon plan?

The Neon plan is hosted on a secure public cloud and hence the data will be in the data center of the cloud provider. Hosting of the data is in the United States. We offer the flexibility for customers to select a different hosting location other than our public cloud such as hosting in their data center or another hosting location. To learn more about data hosting options for kalki.io, please get in touch with our sales team by sending an email with your request to sales@kalkitech.com. Please include your name, company and phone number, along with your specific inquiry.

6. Can I have a private/dedicated installation of kalki.io?

Yes, this is a standard delivery option. Please contact the Kalkitech sales team at sales@kalkitech.com to find out more about private/dedicated installations of kalki.io

7. What are the applications available as part of the kalki.io platform? How can I add more?

List of applications available in kalki.io (not comprehensive):

- 1) Meter Data Acquisition System (MDAS)
- 2) Meter Data Management (MDM)
- 3) SYNC Device Management
- 4) SYNC Device Data Monitoring

We have an expanding list of application options available for the kalki.io platform which are available in the kalki.io Store. To add more applications, choose the 'Install Application' option in the hamburger menu on the upper right corner of any page, once you login to the production portal. In addition to these applications, there are also many widgets that you can install using the same menu. Widgets allow you to do multiple things e.g. visualizing your data, sending control commands, keeping track of device health, etc.



8. I cannot create an account to buy a product, how is this done?

When you opt for a free subscription by purchasing a device on the kalki.io store, an account will be automatically created for you as part of the purchase process.

Purchase Portal

9. How can I request a free kalki.io trial?

Existing Kalkitech SYNC customers:

If you are already a SYNC customer, please get in touch with your existing account manager to explore how you can get started with a free trial of kalki.io. If you are not in touch with your account manager, you may write to sales@kalkitech.com.

For customers who do not have a Kalkitech SYNC product:

You can get started with using kalki.io by getting a free trial along with the purchase of a SYNC device directly from the kalki.io Store. Click on the button 'Get a Free Trial' on the home page of the kalki.io website to configure and purchase a SYNC product. After you add the SYNC product to your cart, you can select the kalki.io subscription plan you want, which will show you the price that applies after the free trial. An account will be created for you and you can start using your new device with this subscription plan immediately upon installing the SYNC device. Refer to the 'Quick Start Guide' in the 'Resources' section once you log in to your account in the production portal after the free trial begins.

10. Why is the kalki.io plan price not included in the amount charged during check out?

You will initially be using your free trial and hence not paying any subscription charges, which will be billed only if you continue using your subscription after the free trial ends. The billing for the subscription will be postpaid i.e. you will be billed at the end of the month. If you are purchasing a subscription plan and a product, you will only pay for the product at the time of check out.



Payment Related

11. Why do I not see a credit card option during payment?

Currently, the credit card payment option is available only in certain geographies. If you do not see a credit card payment option, you can still place an order using the 'Order Form' button on the left-hand side of the payment screen. Our sales team will contact you to process the order.

12. When is the first purchase discount available?

The first purchase discount is available on the purchase of certain products as mentioned in the product store, for the first purchase only. The purchase discount is not applicable for the second purchase of the same product.

13. How does the discount under the first-time purchase offer get applied?

The first purchase discount will be automatically applied at the time of check out; you will see the total price, first time purchase discount and then the discounted final price.

14. Can I use a mode of payment other than a credit card?

To opt for a mode of payment other than a credit card, please use the 'Order form' option during checkout. Once you complete the process as per the guidelines, you will be contacted by our sales team to complete the process using an alternate mode of payment.

15. What is an order form?

An order form is an alternate method of placing an order and paying later, instead of purchasing via a credit card payment. This option can be used, if the credit card payment option is unavailable in your geography or if you wish to use a mode of payment other than payment by credit card.

Shipment & Order Processing

16. How can I track the shipment of my SYNC product?

Please follow the below process:

- I. Go to www.kalki.io and click on 'LOGIN' in the top bar, and then enter your username and password.
- II. Click on your name which will be displayed on the top bar of the page and select 'My Orders' from the dropdown menu.
- III. Your orders will be displayed on the page, where you can see the expected delivery date for each order.



- IV. Click on the 'View order' button to see additional details for the order such as shipment date and tracking number.

17. I don't want to go ahead with the order placed. Help me to cancel an order

Please follow the below process:

- I. Go to www.kalki.io and click on 'LOGIN' in the top bar, and then enter your username and password.
- II. Click on your name which will be displayed on the top bar of the page and select 'My Orders' from the dropdown menu.
- III. Your orders will be displayed on the page, where you can click on the 'View order' button and then click on 'Cancel order' button.

18. I don't want to go ahead with some products. Help me to cancel part of my order

Follow the normal process to cancel the order (same as above question). You will be given an option to choose the items that you wish to cancel.

19. How will I receive a refund for a cancelled order? How many days it will take to process my refund? Whom should I contact, if I have not received the refund.

Once you cancel your order, an order cancellation email will be sent to your registered email ID with details related to the same. Our team will get in touch with you regarding the refund details. If you still have additional questions, you can send an email mentioning your order number to support@kalkitech.com

20. Can I request a replacement of my device ordered through kalki.io?

Replacement of the device depends upon the reason why this replacement is being requested. You can read about the product warranty in the product warranty document which can be accessed by clicking on the link available in the footer of the main website. Please contact support@kalkitech.com for any additional information or for any specific questions related to the replacement of your device.

21. Whom should I contact for payment and shipment related issue?

You can get in touch with support@kalkitech.com for any type of support inquiry.



Support

22. Whom should I contact for any technical support?

You can get in touch with support@kalkitech.com for any type of support questions or for assistance.

23. Can I get tech support service whenever I have a question?

For kalki.io subscription related issues, you can contact technical support as long as you have a current kalki.io subscription. For Hardware related support, technical support is available as long as the device is in warranty. You can also get in touch with the support team to request information and pricing for a warranty extension if your warranty has already expired or is set to expire soon.