

TELETASK

Considerations on up/down time of a TELETASK system

TELETASK designers concentrate on the highest level of quality and reliability. Nevertheless, failures may occur. If only one functionality or interface is defect, in most of the cases this is not an emergency situation compared to a full system down situation. In this document we will concentrate on full system-down situations which are very exceptional, but statistically can be defined due to many years of international TELETASK experience.

There are a lot of causes for a 'system down' situation. The most important reasons are damage caused by a lightning strike, water damage, fire/smoke damage and exceptional over voltages. An over-voltage situation can be caused by defects on the electrical distribution network (for example 400V or higher supplied in stead of 230V). Other reasons of defects with 'down' time are situations caused by the electrical installation. It may only be an opened fuse which causes full power loss to the TELETASK system, or any other external power failure... These occasions have to be considered as not caused by the TELETASK system itself and are hardly to define. Concerning pure TELETASK system failures, there is more information available.

Although for the customer, it is more important for him to know what the risk of a defect TELETASK installation is, when all the above risks are included into the calculation. Any how, these conditions are too 'dynamic' and unpredictable for numbers. They depend on the kind and the quality of the installation, the used components, the environmental conditions, etc...

Based on the quality of the TELETASK components and when installed in a professional way in normal environmental conditions, no overloads, etc... a TELETASK system has a chance of going defect (fully 'down') of 1.49% per year. In a case of 500 systems, this means that about 7.45 systems per year are estimated to go down. This also means mathematically that a system will go down every 67.11 year.

If the service time (repair time needed for the electrical contractor) is 2 hours, this means that the working rate is about 99.9999966%. If the service time is 24 hours, than the working rate will be 99.99591%.

TELETASK Bvba

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