



TN# - RSS-815 – Rev 4 – Oct 2014

RSI Service Plans

CONFIDENTIAL

1. GENERAL:

All RSI Portal Systems carry a full 2 year warranty on all purchased systems. The warranty period starts on the unit **SHIP DATE** from RSI and extends 2 years + 2 months from Ship Date, to cover installation delays. During the Service life of the units all RSI systems are covered with a range of Support and Service Plans as detailed below.

It is the strong recommendation from RSI that all users purchase a Kit A Spare Parts Kit (full detector spares) when they purchase the system – **1 KIT will cover multiple systems in the site.** With this kit RSI can troubleshoot the systems via Internet connectivity to identify the problem module, then the user changes the defective module - resulting essentially in “instant service” thus greatly reducing system down time.

RSI has designed these systems to be fully modular so that first-line on-site support is from LOCAL Maintenance staff. RSI Service is available for on-site support in an emergency but this is intended for special cases. On-site RSI Service availability is also difficult to arrange instantly hence the reason why RSI has focussed on making it possible for Local staff to do the majority of system repairs.

It is essentially mandatory for all RSI installed systems to be Internet accessible as without this link many service support options are not supportable

2. WARRANTY SERVICE

Warranty support in principle means return to the factory at user cost and RSI will repair and replace damaged parts unless abuse caused the problem. In practice complete units are too large to ship and the vast majority of components do not fail. For this reason RSI interprets their Warranty Obligations as replacing defective modules free of charge during the Warranty Period with all freight costs paid by the customer. Users should coordinate parts replacement with RSI SERVICE who can arrange all these details. Note that all SPARE PARTS supplied by RSI are NEW or REFURBISHED modules but all are covered by a full 2 year warranty.

In the event that an on-site Service visit is required, the customer will be billed at standard service rates for **Time + Living + Travel Expenses** (Flat Rate) but all spare parts covered by Warranty are free-of-charge

3. NON-WARRANTY SERVICE

Outside the Warranty period spare parts are charged at full price from the price list unless otherwise specified. On-site service are for **Time + Living + Travel Expenses** (Flat Rate) and spare parts charged at standard rates

4. RSI Flexi-Serv PLAN - SUMMARY

Users of RSI equipment can choose from various levels of service plan following the installation of their RSI Radiation Detection Systems. Also users may switch from one plan to another easily should their needs change.

All RSI systems have full connectivity to RSI-Service over a user LAN and Internet connection (if enabled). This broad-band access permits RSI to trouble shoot all systems remotely to diagnose problems and is the heart of the new RSI Flexi-Serv program. RSI Service Center Technicians are available during normal business hours - **M-F 8AM-4PM EDT** (or by special arrangements 24/7) to assist users with troubleshooting, alarm analysis, and repairs as required. **RSI Flexi-Serv** is configured to provide different levels of service as follows:

Plan	M-F, 8AM-4PM, EDT support	24/7 support	Maintenance visits/year included	Sensitivity checks	Emergency on-site response time	Reports	Spare Parts discount	\$/panel /month
BASIC	Yes	No	0	0	5 bus days	0	0%	\$0
GOLD	Yes	No	1	1/year	3 bus days	1/year	15%	\$50
PLATINUM	Yes	Yes	2	1/month	1 bus day	1/month	25%	\$250

NOTE: reduced rates for users with multiple systems

RSI Flexi-Serv **BASIC**



RSI Flexi-Serv BASIC plan offers normal Business Hours (**M-F 8-4 EDT**) support by telephone/email, Internet diagnostic analysis, technical and application support to bring the system back to proper operating levels in the most expeditious manner. This plan allows the RSI Service Center technician to work with local plant service personnel and in most cases this innovative remote diagnostic program provides a response/repair time unmatched in the industry. In the vast majority of cases **NO** on-site visits are necessary as normally Remote Troubleshooting + local parts replacement solves most problems.

RSI Flexi-Serv **GOLD**



RSI Flexi-Serv GOLD offers the same features as the **BASIC** plan – **PLUS** 1 site-visit/year for preventative maintenance and additional local training. In addition the plan includes a 15% discount on all Spare Parts, On-site visits in an emergency in 3 business days and 1 System Report/year

RSI Flexi-Serv **PLATINUM**



RSI Flexi-Serv PLATINUM provides RSI system users with the best Service/Response program in the industry. This plan includes all **RSI Flexi-Serv GOLD** features plus **24/7 Service Support**. In addition the plan includes a 25% discount on all Spare Parts, two on-site Maintenance visits/year and Emergency On-site visits in 1 business day (NA) and 1 System Report/month

5. BASIC SERVICE PLAN details

- a) **SUPPORT TIME** - all RSI systems are factory supported between **8AM and 4PM EDT (NA)** – **Monday-Friday** except for Canadian Public Holidays. During these periods full email or phone support is available for user's problems, trouble shooting etc. In addition Internet troubleshooting is used to more easily resolve user's problems. It is RSI's recommendation that except for minor problems, the user should contact RSI SERVICE at service@radiationsolutions.ca for Service support. In the majority of cases, diagnosis via the Internet will isolate the problem and RSI Service will advise which modules to replace.

- b) **SMS TEXT MESSAGING/EMAIL ALERTS** – RSI systems can be individually configured to send SMS Text messages and/or email messages to any designated user in the event of a Radiation Alarm and system Serious Error condition. The system can be configured so Alarms are notified to the RSO etc. and Serious Errors notified to Maintenance personnel as required. Various levels of configuration are available to suit plant operations. This automatic process is another step in maintaining maximum up time of the system and ensuring all alarms are processed correctly
- c) **ALARM ANALYSIS SUPPORT** – RSI systems use full spectrum analysis so many alarms can be assessed by spectral content and other factors to aid in identification of problem sources. After a short while most RSO's become proficient at recognising these sources which makes alarm processing easier. However often a "new" type of alarm is seen which is difficult to determine. RSI Service offers more in depth support to help the RSO analyse these unusual alarms and determine correct action but this support is **only offered during normal business hours**

THERE IS NO CHARGE FOR THIS SERVICE PLAN

6. GOLD SERVICE PLAN (Internet access mandatory)

For a low monthly fee, users can choose to purchase the **GOLD SERVICE PLAN**. This is a special service provided by RSI for sites want additional support and is highly recommended by RSI. This plan includes all the items of the Basic Plan and **in addition** covers:

- a) **SYSTEM SENSITIVITY CHECKS** – the RSI Portal system has the capability to compute the system Absolute Sensitivity fully Remotely without on-site user involvement. Under this Plan the Yearly Reports provided will also include the current Sensitivity levels. RSI uses this data to determine system performance and typically once the Sensitivity falls below 85% then RSI discusses remediation with the user.
- b) **15% REDUCTION in SPARE PART PRICING** – Service Plan members also receive a 15% discount from List Prices for any non-warranty spare parts required by the user. The only exception is KIT A and B which are complete kits already very heavily discounted to encourage users to carry on-site spares which facilitates faster on-site repairs.
- c) **ON-SITE MAINTENANCE VISIT** – with this plan a RSI Factory technician will visit the site **ONCE**/calendar year to fully check all systems performance and carry out preventative Maintenance. This visit will occur on a non-emergency basis to minimize costs.
- d) **EMERGENCY ON-SITE VISITS** – any emergency on-site visits are charged at a flat fee and are **NOT** included in this plan but are an extra cost of \$5,000 inside NA unless special arrangements have been made
- e) **REPORTS** – via the Internet, RSI-Service can access the remote systems database and extract a wide variety of operational data. These data are used to compute various performance metrics to assess system performance. These are combined in a **YEARLY** report to give the user an idea of overall User performance. The data is graded and color coded so **Green=OK**, **Amber=marginal** and **Red=Bad**. This independent overview is a very useful feature for ensuring the installed systems are maintained at an optimal level.

This Report (typical example shown) makes it easy for users to understand the current level of their system performance and work with RSI Service to correct deficiencies as required.

XYZ System Monthly Status Report									
Generated by RSI Radinspect									
Location	Anytown, TX	Period from	01-Feb-14	# days	28	RSO?	Y	Uptime	System Type
System Name	Truck Scale #1	Period to	28-Feb-14	# days	28	Y	Y	H6	Truck
Class/Type	User	Metric	Total	Scrap	Indiscrep	Test	Code	Weight	
Rad Alarms	Operator	Total	222	125	28	69		1	
Rad Alarms	Operator	Repeats	63	63	0	1		2	
Rad Alarms	Operator	Quarantine	63	63	0	0		3	
Rad Alarms	Operator	Accept	66	0	28	68		4	
Rad Alarms	Operator	Timeout	0	0	0	0		5	
Rad Alarms	RSO	Total	222	125	28	69		6	
Rad Alarms	RSO	Closed	218	122	27	69		7	5
Rad Alarms	RSO	Timeout	128	128	28	48		8	
Speed Alerts	Operator	Total	69	11	57	1		9	
Speed Alerts	Operator	Repeats	11	11	0	0		10	
Speed Alerts	Operator	Quarantine	0	0	0	0		11	
Speed Alerts	Operator	Accept	58	0	57	1		12	
Speed Alerts	Operator	Timeout	1	0	0	1		13	
Speed Alerts	RSO	Total	69	11	57	1		14	
Speed Alerts	RSO	Closed	68	11	56	1		15	
Speed Alerts	RSO	Timeout	54	7	46	1		16	
Scan Alarms	Operator	Total	1	1	0	0		17	
Scan Alarms	Operator	Repeats	1	1	0	0		18	
Scan Alarms	Operator	Quarantine	0	0	0	0		19	
Scan Alarms	Operator	Accept	0	0	0	0		20	
Scan Alarms	Operator	Timeout	0	0	0	0		21	
Scan Alarms	RSO	Total	1	1	0	0		22	
Scan Alarms	RSO	Closed	1	1	0	0		23	
Scan Alarms	RSO	Timeout	0	1	0	0		24	
Up time	System	Up Time%	99.8	0	0	0		25	
Error time	System	Error %	0.3	0	0	0		26	
Pending Alarms	Operator	# Pending	57	3	0	47		27	
Number of Vehicles	System	Total #	6,572	0	0	25		28	
System Sensitivity	System	Sensitivity %	95					29	
SYSTEM rating (=Operator+System)									100 %
RSO rating									91 %
Overall Assessment									95 %

THERE IS A LOW MONTHLY FEE FOR THIS SERVICE PLAN BILLABLE YEARLY IN ADVANCE

7. PLATINUM SERVICE PLAN (Internet access mandatory)

For a low monthly fee, users can choose to purchase the **PLATINUM SERVICE PLAN**. This is a special service provided by RSI for sites that want the additional support and is highly recommended by RSI. This plan includes all the items of the **BASIC** Plan and the **GOLD** plan and in addition covers:

- a) **24/7 Telephone support** – RSI Service operates a 24/7 support service via telephone. At any time registered users can call this number and get immediate service support 24/7 by technically qualified Service staff. Normally the customer need only identify their system and briefly explain the problem, then the Service technician uses the Internet to contact the system and carry out fault diagnosis. Once the problem is identified, the customer is contacted and advised what parts needs replacement. After the part is replaced the user contacts RSI again to get RSI Service to verify that the system is now fully functional, or advise of further repairs as required.
- b) **SYSTEM SENSITIVITY CHECKS** – supplied on a **MONTHLY** basis
- c) **25% REDUCTION in SPARE PART PRICING** – Platinum Service Plan members also receive a 25% discount from List Prices for any non-warranty spare parts required by the user. The only exception is KIT A and B which are complete kits already very heavily discounted to encourage users to carry on-site spares which facilitates faster on-site repairs.
- d) **ON-SITE MAINTENANCE VISIT** – with this plan a RSI Factory technician will visit the site **TWICE**/calendar year to fully check all systems performance and carry out preventative Maintenance. These visits will occur on a non-emergency basis to minimize costs.
- e) **REPORTS** – supplied on a **MONTHLY** basis

THERE IS A LOW MONTHLY FEE FOR THIS SERVICE PLAN BILLABLE YEARLY IN ADVANCE