

# Support Agreement Benefits

## Premium vs Basic

### The right support, based on your work requirements and budget

For the highest level of care and maintenance of your equipment, Ziltek recommends that RemScan owners purchase and maintain an annual service agreement. Among the advantages of subscribing to one of these service plans are:

- No need to raise a separate order when service is required - immediate response from Ziltek.
- Premium service agreements include parts and labour.
- Maintain high-throughput and up-time for the mission-critical RemScan.
- Priority service backup and support.
- Software updates when available.

Ziltek offers two levels of service agreement to ensure that the needs of the customer are met. The service levels are detailed below in the table:

SERVICES	PREMIUM	BASIC
<b>Annual Preventative Maintenance Service<sup>1, 2</sup></b> It is recommended that your RemScan instrument(s) be returned to Ziltek annually for a maintenance check and service. A Certificate of Service and Calibration will be issued detailing the serviced components and systems checks. Estimated one week turnaround time (not including shipping). Service includes: <ul style="list-style-type: none"> <li>• Technical checks on laser, infrared source, detector and other hardware parts. Firmware and method software checked against internal standards and performance measures.</li> <li>• Loading and testing of software upgrades for the relevant application method and user interface.</li> </ul>	✓	✓
<b>Onsite annual service and training<sup>3</sup></b> Qualified Ziltek service engineer may travel to site to carry out service tests, reducing instrument downtime. Reasonable additional time onsite may be included for training updates (ie. new staff or advance training).	✓	
<b>Priority unlimited support (24 hour response)</b> By a qualified customer engineer to isolate and resolve any hardware and software problems.	✓	✓
<b>Priority repair service and on-site support at reduced rates<sup>3</sup></b> Jump the queue with Ziltek prioritised service and labour provided at heavily reduced rates.	✓	
<b>Calibration Model</b> A new soil type calibration to be modeled each year if required (max one per year). Additional models may be purchased.	✓	
<b>Comparative Checks</b> Ziltek recommends the client keeps an on-going cross-check of RemScan versus their laboratory. A consistent discrepancy should be investigated further and could indicate a change of soil type and the requirement for recalibration. Ziltek recommends that you take at least one sample per week/month (depending on usage) that has been measured by RemScan and send it to the laboratory for TPH analysis. It is best to select samples with analyses between 5,000 and 10,000 mg/kg TPH. The results for each sample should be added to a spreadsheet which is then sent to Ziltek for analysis. Ziltek will perform a detailed statistical analysis on the data and provide a short report, including any diagnostic information. Up to 100 hours of expert data interpretation available.	✓	
<b>12 month warranty on all parts and software from delivery date</b> Only genuine parts used.	✓	✓
<b>Reduced part and labour cost for repairs<sup>3</sup></b> Parts and labour for service repairs are discounted by 15%.		✓
<b>5 year warranty on all parts and software from delivery date</b> For continuous, ongoing Service Agreements only. Only genuine parts used, excludes misuse or damage.	✓	

<sup>1</sup> For return-to-base services, please ensure that your instrument is insured against theft, loss and damage before shipping. All freight and insurance costs are the responsibility of the client.

<sup>2</sup> You will be charged for all replacement parts unless the warranty period is valid, excludes misuse or damage.

<sup>3</sup> Excludes travel expenses.