

# RadComm

## Maintenance Service Plans



### Service Plan A – Part # LS\_LS01

#### 1. *10 Service Calls per year*

- A RadComm Service Technician will assist the customer over the phone and/or with remote connection.
- If more than 10 calls are reached during the year. Each call will be charged at a discounted price.
- This plan does not cover system check or online calibration.
- Each service call is considered as one issue.

### Service Plan B – Part # LS\_LS02

1. *Service Plan B*
2. *Online System Calibration.*

- RadComm will connect to the system(s) via network connection to calibrate system.
- The connection will be scheduled and coordinated with facility manager.
- Customer is required to supply a 5.0  $\mu\text{Ci}$  Cs-137 check source for Calibration.
- A calibration certificate will be provided after calibration to the facility manager.
- Software upgrade is included.
- This online calibration applies to the vehicle systems only.
- This is for one system only - additional systems can be added at a discounted price.

### Service Plan C – Part # LS\_LS03

1. *Service Plan A*
2. *Service Plan B*
3. *Monthly Online System Check*

- RadComm will make connection to each system via network to verify the normal operation of the system.
- The stored alarm data will be reviewed. The system sensitivity will be adjusted based on the false alarms.
- The Internal test sequence will be performed and checked for the proper response. Any adjustment to the system parameters will be made accordingly.
- Software upgrade is included.
- A service certificate will be provided after each system check to the facility manager and a copy will be kept at RadComm.

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### Service Plan D – Part # LS\_LS04 – Cost Dependent on Site Location

1. **Service Plan A**
2. **Annual Onsite Service**

- RadComm Service technician will visit the customer site once a year regardless of repair requirements. The service visit will be scheduled and coordinated with the facility manager.
- During the site visit, all general damage, broken weather seals, and system wiring conduits will be checked. The vehicle presence sensors will be cleaned and re-aligned. The system will be calibrated with a 5.0  $\mu\text{Ci}$  Cs-137 check source. System sensitivities will be adjusted based on observation of readings during the operation and stored alarm data. Any new software upgrades will be installed. Training on the system operations will be provided to new personnel as required.
- The period of time required for each system will be determined at time of visit.
- A calibration/service certificate will be provided after each visit to the facility manager and a copy will be kept at RadComm.
- All replacement parts that are not under warranty will be discounted.
- This covers a RadComm Service Technician being onsite for 1 day. There will be additional charges for multiple day site visits.

### Service Plan E – Part # LS\_LS05 - cost Dependent on Site Location

1. **Service Plan A**
2. **Monthly Online System Check**
3. **Annual Onsite Service**

- RadComm will make connection to each system via network to verify the normal operation of the system.
- The stored alarm data will be reviewed. The system sensitivity will be adjusted based on the false alarms.
- The Internal test sequence will be performed and checked for the proper response. Any adjustment to the system parameters will be made accordingly.
- Software upgrade is included.
- A service certificate will be provided after each system check to the facility manager and a copy will be kept at RadComm.
- RadComm Service technician will visit the customer site once a year regardless of repair requirements. The service visit will be scheduled and coordinated with the facility manager.
- During the site visit, all general damage, broken weather seals, and system wiring conduits will be checked. The vehicle presence sensors will be cleaned and re-aligned. The system will be calibrated with a 5.0  $\mu\text{Ci}$  Cs-137 check source. System sensitivities will be adjusted based on observation of readings during the operation and stored alarm data. Any new software upgrades will be installed. Training on the system operations will be provided to new personnel as required.
- The period of time required for each system will be determined at time of visit.
- A calibration/service certificate will be provided after each visit to the facility manager and a copy will be kept at RadComm.
- All replacement parts that are not under warranty will be discounted.
- This covers a RadComm Service Technician being onsite for 2 days. There will be additional charges for multiple day site visits.

