
RT Logic Maintenance Support Services

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1. Introduction

At RT Logic, customer success is our mission. We warrant all of our products for the first year after delivery and for subsequent years make available Maintenance Support Agreements. Extended agreements include Standard System Support and Custom Support, and we provide Evaluation and Repair services for customers whose equipment warranty has expired and is not covered under an existing maintenance support agreement. This document describes the available support options. For additional information or to purchase, please contact us at (719) 598-2801 or via email at support@rtlogic.com.

2. Standard System Support

RT Logic offers Standard System Support contracts that bundle *Best Effort* hardware maintenance, software and firmware support, and technical phone support.

Standard System Support includes telephone support from 8 AM to 5 PM Mountain Time, Monday through Friday (excluding holidays), with a four (4) business hour call return time after the Customer contacts RT Logic and requests technical support. Phone support is intended to answer Customer questions, resolve problems, identify faulty hardware components, and support installations and upgrades. Phone support is included for operating systems, device driver software, RT servers and clients, Graphical User Interfaces (GUIs), and Telemetrix software components, as appropriate.

While Standard System Support includes defect fixes and minor release updates for RT Logic software and firmware, major releases may require additional license purchases to obtain significantly increased system capabilities. Support is provided for the hardware and software products themselves, and does not include support for Customers' application development.

Standard System Support also includes hardware repairs and replacement by means of a Returned Material Authorization (RMA). Exclusions apply if the software, product, or any other equipment upon which the software is authorized to be used a) has been altered (except by RT Logic or its authorized representative); b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by RT Logic; c) has been subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or an accident; or d) has been modified to include additional software supplied by any third party, that has not been approved by RT Logic for use (for example, modifications to system software resulting from IA security hardening measures not performed by RT Logic).

RT Logic will use its Best Effort to repair or replace a defective hardware component that is covered under maintenance or warranty. Evaluation and repair is normally to the

sub-assembly and, in some cases, to the component level. RT Logic will provide the Customer a Repair Action Log that summarizes the actions taken to repair the equipment. Although RT Logic cannot guarantee turnaround time, typical repair time for Best Effort is two (2) to four (4) weeks. The Customer pays for shipment back to RT Logic, and RT Logic pays for return shipment to the Customer.

Standard System Support does not include travel costs associated with Customer on-site troubleshooting or onsite repair of equipment due to Customer security or program constraints. RT Logic can provide onsite or technical support outside the scope of standard system maintenance through a Time and Materials (T&M) contract at our standard published engineering rates. If interested in a T&M contract please contact us at (719) 598-2801 or via email at support@rtlogic.com.

Preventive Maintenance and calibration items are not included under a Standard System Support contract or warranty. The User Guide for each product typically lists items that should be kept available to perform routine maintenance for normal wear. Please call for a quote if interested in purchasing these items.

Maintenance support must be continuous. If a lapse in coverage occurs, the equipment will be accepted for a reinstated maintenance contract (at RT Logic's discretion) under the following conditions:

- a. The Customer must certify that the systems to be covered are currently in good working condition and do not require known repair (items known to require repair must be repaired under the RT Logic Evaluation and Repair Services policy before RT Logic will accept maintenance contract reinstatement).
- b. If the lapse is less than one (1) year, prorated maintenance for the lapsed period must be paid at the time of execution of the reinstated maintenance contract.
- c. If the lapse is more than one (1) year, the maintenance charge rate for the first two (2) years after reinstatement will be at a premium of 50% more than the current single year renewal rate. After the two-year period, standard maintenance contract charges apply.
- d. Equipment reinstated under b. or c. above is not eligible for software updates that would have been provided as part of a standard maintenance contract during the lapsed period (except at RT Logic's discretion).

Technical assistance, software support, and hardware repairs will be suspended for any system that has been modified by the addition of physical components or third party or other software that RT Logic has not approved (for example, modifications to system software resulting from Information Assurance security hardening measures not performed by RT Logic). If the product or system is restored to the latest state approved and tested by RT Logic, support will continue for the duration of the contract period. RT Logic reserves the

right to perform system analysis and repair effort on a T&M basis for systems not restored to the latest state approved and tested by RT Logic.

Standard Hardware-Only and Software-Only Support Contracts

As an alternative to the bundled hardware and software support service described above, RT Logic offers extended hardware-only and software only maintenance for the RT Logic Telemetrix systems on a Best Effort basis.

- a. *Hardware-Only Maintenance*. RT Logic will use its Best Effort to repair and/or replace a defective hardware component that is covered under maintenance or warranty. Although RT Logic cannot guarantee turnaround time, typical repair times for Best Effort is two (2) to four (4) weeks. Telephone support is provided to help determine which, if any, hardware component is defective.
- b. *Software-Only Maintenance* for the RT Logic software and firmware content of an RT Logic integrated system hardware product provides software updates, patches, and defect fixes, as appropriate. RT Logic uses its *Best Effort* to provide defect fixes—turnaround time is not guaranteed but typical problem resolution times under this type of contract are two (2) to four (4) weeks.
- c. *Hardware-Independent Software Maintenance* provides software updates, patches, and defect fixes, as appropriate, for RT Logic software defined as a Hardware-Independent Software item. These include software-only and virtualized products designed to run on customer-supplied or general purpose computing platforms. RT Logic uses its Best Effort to provide defect fixes—turnaround time is not guaranteed but typical problem resolution times under this type of contract are two to four weeks.

3. Custom Support

For customers requiring phone support outside of RT Logic's published standard support hours and/or guaranteed turnaround on hardware fixes, Custom Support contracts can be negotiated to provide the requisite level of support. These contracts are only available as an add-on for customers with current Standard System Support contracts. Call for pricing, as cost and availability depends on Customer system configuration.

4. Evaluation and Repair Services

For systems and components that are not covered under Warranty or an RT Logic Support Contract, RT Logic offers Evaluation and Repair Services to help customers return their RT Logic equipment to an operational condition. RT Logic will work with customers to return their equipment under an RMA to RT Logic (customer pays for shipping to RT Logic). Upon receipt, RT Logic will evaluate the unit and attempt to recreate the reported issue to

determine appropriate repair actions. If a problem cannot be recreated after a reasonable evaluation effort, the customer will be contacted to determine if they would like RT Logic to continue with additional in-depth analysis. If the customer decides to go ahead with additional analysis, RT Logic will provide the customer a quotation before proceeding; if the customer decides against any further analysis, RT Logic will return the unit to the customer at no cost.

For units for which RT Logic determines an appropriate repair action, RT Logic will provide the customer the recommended fix actions along with a quotation to complete the repair. Repair quotations will be fixed price and based on expected completion time plus material costs. If the customer decides not to have the unit repaired, RT Logic will return the unit to the customer at no cost.

Pricing is based on a flat labor rate plus material costs. The customer will only be charged for units that are repaired; if a problem cannot be recreated or the customer decides not to proceed with recommended repair actions the unit will be returned to the customer at no cost. If RT Logic receives a purchase order to proceed with the repair, RT Logic reserves the right to decide whether to repair or replace a component unless agreed upon with the customer. Repairs are prioritized, and Repair Services generally receive lower priority than equipment under warranty or an extended System Support agreement. Repair actions accomplished under Evaluation and Repair Services are warranted for 90 days. If interested in Evaluation and Repair Services, please contact us at (719) 598-2801 or via email at support@rtlogic.com.