
Maintenance Support Services

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1. Introduction

At Kratos RT Logic (KRTL), 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

KRTL 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 KRTL 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, servers and clients, Graphical User Interfaces (GUIs), and Telemetry software components, as appropriate.

While Standard System Support includes defect fixes and minor release updates for KRTL 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.

Hardware repairs are handled 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 KRTL or its authorized representative); b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by KRTL; 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 KRTL for use (for example, modifications to system software resulting from IA security hardening measures not performed by KRTL).

KRTL will use its Best Effort to repair 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. If a part in a system, subassembly, or component fails and a new one is not available due to obsolescence, RT Logic reserves the right to use

refurbished or remanufactured parts in the repair. In the event that refurbished or remanufactured parts are required for a repair, KRTL will inform the customer and request approval of such before proceeding. Approval must be received within a reasonable time or the repair schedule will be affected. If refurbished parts are either unacceptable or unavailable, KRTL will partner with the customer to develop an alternative solution. However, this may result in additional charges to the Customer. KRTL will provide the Customer a Repair Action Report that summarizes the actions taken to repair the equipment. Although KRTL cannot guarantee turnaround time, typical repair time for Best Effort is two (2) to four (4) weeks. The Customer pays for shipment back to KRTL, and KRTL 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. KRTL 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 KRTL'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 Kratos RT Logic Evaluation and Repair Services policy before KRTL 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 KRTL'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 KRTL has not approved (for example, modifications to system software

resulting from Information Assurance security hardening measures not performed by KRTL). If the product or system is restored to the latest state approved and tested by KRTL, support will continue for the duration of the contract period. KRTL 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 KRTL.

Standard Hardware-Only and Software-Only Support Contracts

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

- a. *Hardware-Only Maintenance*: KRTL will use its Best Effort to repair a defective hardware component that is covered under maintenance or warranty. Although KRTL 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 KRTL software and firmware content of a KRTL integrated system hardware product provides software updates, patches, and defect fixes, as appropriate. KRTL 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 KRTL 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. KRTL 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 KRTL'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 a KRTL Support Contract, KRTL offers Evaluation and Repair Services to help customers return their KRTL equipment to an operational condition for a fee. KRTL will work with customers to return

their equipment under an RMA to KRTL (customer pays for shipping to KRTL). Upon acceptance of the evaluation PO and receipt of the equipment, KRTL will evaluate the unit and attempt to recreate the reported issue to determine appropriate repair actions. Upon completion of the initial evaluation, KRTL will provide the customer a quote to repair the unit. Repair quotations will be fixed-price and based on expected completion time plus material costs. No further action will be taken on the unit until the customer updates the PO to proceed with repair or chooses to have the unit returned as-is. If additional defects are found while conducting the repair, the customer will be contacted to determine the next steps to be taken (e.g., additional quote for repair, return the unit without additional repairs, etc.).

If KRTL receives a purchase order to proceed with the repair, KRTL reserves the right to implement the recommended repair at its sole discretion. Repairs are prioritized, Evaluation and Repair Services generally receive lower priority than equipment under warranty or an extended System Support agreement. Repair actions completed 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.

If the customer decides not to have the unit repaired, or the initial issue was never able to be reproduced after a reasonable effort, KRTL will return the unit to the customer. KRTL will pay for return shipping on domestic shipments weighing less than 60 pounds. ERS RMAs will be shipped back via ground shipping. Domestic customers will have to pay for shipping both ways for packages weighing over 60 pounds or for expedited shipping methods. International customers will always pay for all shipping costs both ways, including all import and export costs.