

# RADIATION MONITORING SYSTEMS

## SUPPORT AGREEMENT

For over five decades, General Atomics Electromagnetic Systems (GA-EMS) has maintained a worldwide reputation as a leading developer and manufacturer of high-quality, extremely reliable Radiation Monitoring Systems (RMS). We remain committed to providing RMS customers with the products, training, and dedicated support services necessary to help keep nuclear power plants operating safely and efficiently for a lifetime of service.

To learn more about how your nuclear plant can benefit from purchasing a RMS Support Agreement, or to receive a quote, contact us via email at [RMS.service@ga.com](mailto:RMS.service@ga.com) or call us at +1 (800) 252-1180.



## BASE SUPPORT AGREEMENT PACKAGE

### THE 24/7/365 REMOTE SUPPORT

GA-EMS Customer Service will provide solution-oriented support by email, telephone, and video call to help identify root causes and solutions for your GA-EMS RMS systems. This 24/7/365 support is the only way to ensure immediate attention during emergency and non-emergency maintenance and operation activities.

### PLANNED OUTAGE SUPPORT SERVICE

A dedicated field service specialist can assist in making a planned outage as productive as possible. GA-EMS can help identify spare parts needed for planned activities, and identify situations that can prevent system downtime.

- Dedicated GA-EMS rep to manage planned outage needs. Direct communication line to GA-EMS rep will be established ahead of the planned outage.
- Prepare and deliver Planned Outage Support Plan
- Expedite outstanding parts orders



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### DISCOUNTED SPARE PARTS, SUPPORT, AND TRAINING

10% discount may be applied to all catalog support, spare parts and training.

### PREFERRED ACCESS TO SUPPORT AND SPARE PARTS

- GA-EMS maintains and monitors a reasonable level of spare parts inventory. Customers under the Support Agreement will have preferred access to available stock inventory for expedited delivery.
- GA-EMS will consult with you to identify critical components to prioritize spare parts inventory.
- Front of the line access to Subject Matter Experts allows GA-EMS to make your calls for support and troubleshooting the top priority.

## ADDITIONAL SUPPORT AGREEMENT PACKAGES

### ADDITIONAL REMOTE SUPPORT HOURS

Additional support hours can be added to your Support Agreement at a discounted rate off of the standard price.

### TRAINING PACKAGE

GA-EMS offers additional discounts on training, when purchased with the Base Support Agreement Package. This training package includes four seats to any RMS training course held at GA-EMS.



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