

Successful asset management is a *process flow* of planning, designing, managing, implementing, verifying, and supporting. Dynamic Ratings offers LIFESTREAM™ Support Services to ensure successful asset monitoring throughout the entire life cycle of an asset. LIFESTREAM™ Support Services include:

PLANNING



- Program goals
- Engineering practice documents
- Equipment specifications
- Response plans

IMPLEMENTING



- New and retrofit installation
- Drawing redlines
- Site specific installation drawings
- Installation supervision

DESIGNING



- Equipment drawings
- Installation drawings
- Documentation packages
- Secondary designs, upgrades and retrofits
- Site walks and installation plans
- Configuration and set up of all IEDs
- Define monitor integration (SCADA)

VERIFICATION



- Commissioning and system testing
- Documentation and equipment tracking
- Management of monitoring system metrics and reporting against program goals
- Monitoring and tracking hardware and firmware database
- Replacement of consumables

MANAGING



- Tracking all systems through design and production to ensure on-time delivery
- Manage field service scheduling and project planning
- Coordinate delivery of required job site materials and parts
- Coordinate suppliers, review and reconcile expense reports
- Review field service test reports for open items and seek closure

SUPPORT



- 24/7 asset monitoring support
- Condition assessment reports
- Diagnostic support
- Customized training classes
- Customer portal
- User group meeting feedback
- Guidelines for alarm response action plans

Ensuring Successful Monitoring

LIFESTREAM™
SUPPORT SERVICES

Through Life Cycle Support

RESPONSIVE

ASSET HEALTH SOLUTIONS

LIFESTREAM™ SUPPORT SERVICE PACKAGES

Standard 5 Year System

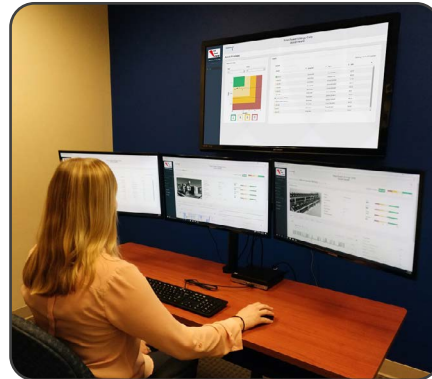
- Five year parts only warranty
- Commissioning support including up to one on-site commissioning trip*
- Standard diagnostic support
- Free firmware updates

Comprehensive 10 Year System

- Ten year parts and labor warranty
- Commissioning support including up to one on-site commissioning trip*
- Standard diagnostic support
- Free firmware updates
- All required maintenance for Dynamic Ratings supplied equipment*

Premium 10 Year Fleet System

- Ten year parts and labor warranty
- Commissioning support including up to one on-site commissioning trip*
- Standard diagnostic support
- Free firmware updates
- All required maintenance for Dynamic Ratings supplied equipment*
- One on-site support trip for any Dynamic Ratings supplied system within the fleet including implementation of feature enhancements or design changes.
- Up to 20 hours of premium diagnostic support or asset health assessment support for any DR monitored asset.



EXPANDED SERVICE AND SUPPORT PACKAGE WARRANTIES**

All products are under a standard two year warranty. Warranty begins at the time of hardware commissioning or one year from date of shipment, whichever comes first.

Expanded service and support package warranties must be purchased and paid for at the time of equipment delivery. The effective period of the service and support package warranty begins at time of hardware commissioning or one year from date of shipment, whichever comes first. If any item supplied is found to be defective, under proper use and in accordance with the user manual and other documentation issued by us, it shall be returned to Seller at Buyer's expense. It may then be replaced by a new item or reworked to comply with specification or the purchase price refunded at our option. Defects shall be reported to Seller within seven days of being first noticed and within the warranty period. Any unauthorized repairs or alterations, mishandling, incorrect external connections, operation or maintenance may invalidate the warranty. Note that other proprietary product supplied by Seller as part of a project shall be warranted by their respective manufacturers or distributors.

*If there is a DGA provided by Dynamic Ratings, the commissioning of the DGA will be included.

**Service and Support packages apply to US installations only.



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