

Tracer

excellence is everything

Life Cycle Services

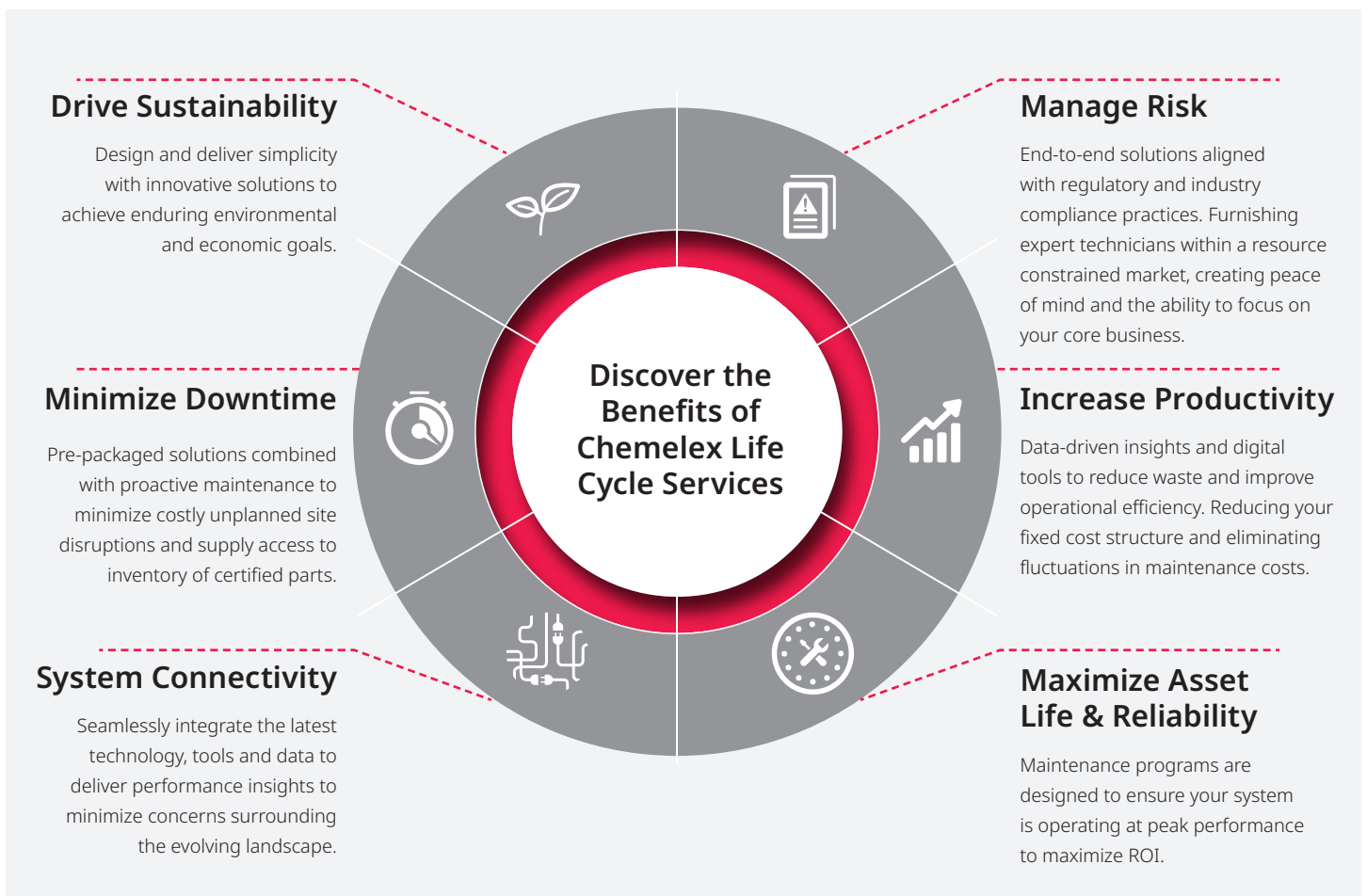
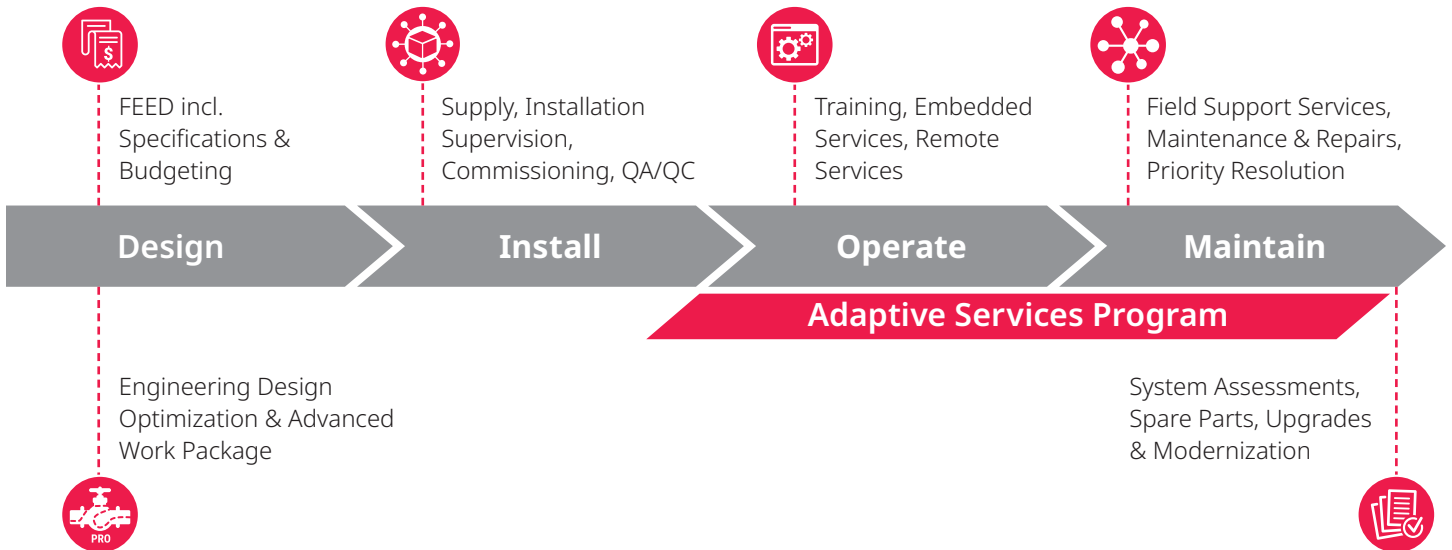
Adaptive Services Program Offering



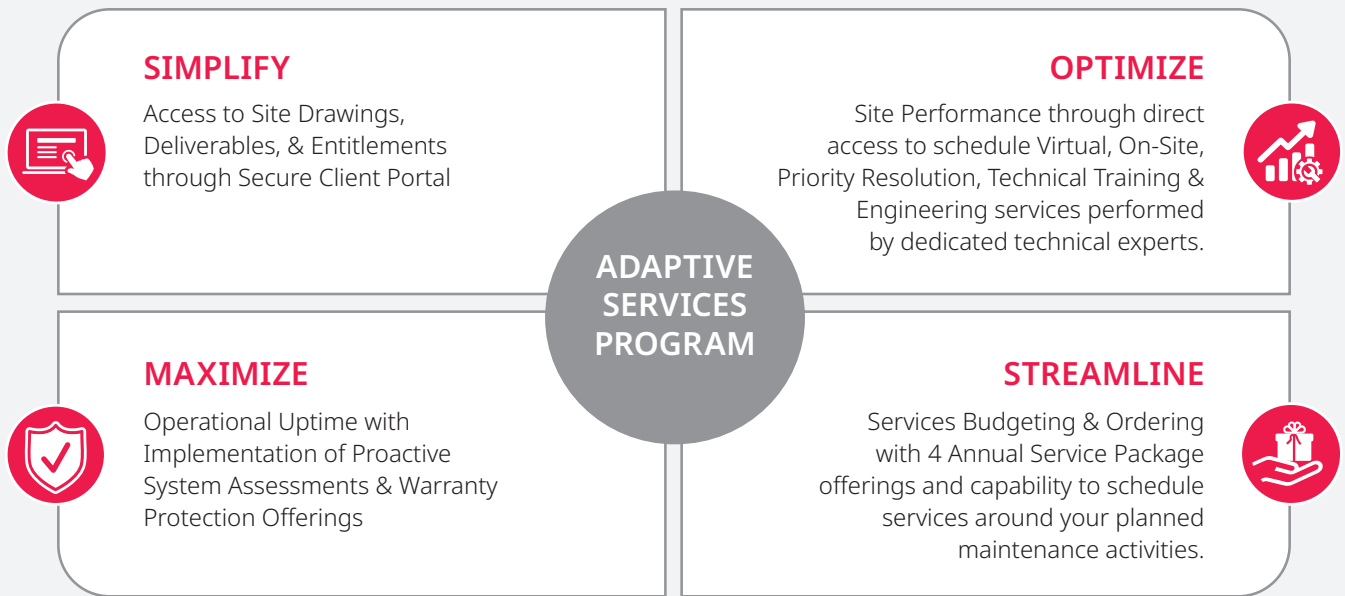
Life Cycle Services

Overview

LIFE CYCLE SERVICES ASSET MANAGEMENT OFFERINGS



Protect your investment with proactive and reliable Life Cycle Services offerings. Plan ahead to stay on budget and to help avoid costly unplanned downtime.



ADAPTIVE SERVICES PROGRAM TOKEN PACKAGES

	Package 1	Package 2	Package 3	Package 4
Annual Token Order QTY LCS10001	400	1000	2000	4000
USD	\$ 10,000	\$ 25,000	\$ 50,000	\$ 100,000
CAD	\$ 13,200	\$ 33,000	\$ 66,000	\$ 132,000
Additional Token Order QTY LCS10002	100	200	400	1000
USD	\$ 3,000	\$ 6,000	\$ 12,000	\$ 30,000
CAD	\$ 4,000	\$ 8,000	\$ 16,000	\$ 40,000

ADAPTIVE SERVICES PROGRAM OFFERINGS

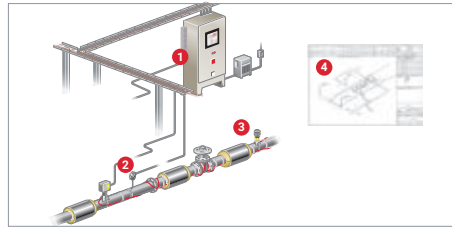
ASP CUSTOMER PORTAL



Cybersecure customer portal to manage, procure and access unique client heat management system products, services, drawings and deliverables.

- Create & log cases / service support
- Access locations, drawings & deliverables tied to site assets
- Access to contractual offering & warranty terms

CIRCUIT AUDIT WITH WARRANTY



Analytics and performance evaluation of heat management system offerings by heat management system technicians and supervisors.

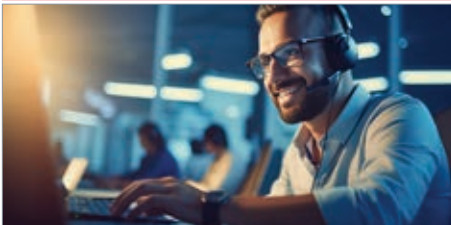
- Level 1 Audit – Panel
- Level 2 Audit – Circuit
- Level 3 Audit – Insulation
- Level 4 Audit – Engineering



- Product Warranty Included with EHT Circuit Audit
- System Warranty Included with order of separate TSP00009, TSP00010 & TSP00011 offerings.

Product or Warm Pipe warranty for one (1) year on inspected items after implementation of the recommended repairs/corrections (within 3 months of completion of the full audit scope) as noted in the audit. Chemelex will correct, replace, or repair at its sole discretion any defective component. Warranty is subject to the proper use and maintenance of the system in conformance with Chemelex's recommendations. Chemelex does not warrant any equipment, material, components or services of third-party offerings or systems.

VIRTUAL CASE MANAGEMENT



Coordination of remote support and/or troubleshooting by dedicated Raychem IIoT Cockpit engineers.

- Virtual General Assistance (4-Hour Window)
- Virtual Alarm Management (4-Hour Window)
- Virtual DCS Integration (4-Hour Window)

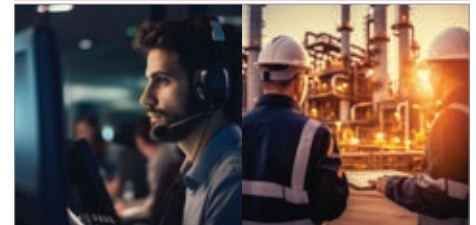
ON-SITE CASE MANAGEMENT



Dedicated Raychem field technicians are available to report to your site to assess or troubleshoot your heat management system cables, components and controllers.

- General Field Assistance
- MI Splice Repair Field Assistance
- DCS Integration Field Assistance
- Controller Repair & Upgrades

PRIORITY RESOLUTION



Leverage an assigned Raychem professional to diagnose and develop a resolution on a priority basis through remote support and/or on-site access.

- Virtual Emergency Assistance (4-Hour Window)
- Emergency Callout Field Assistance (1-Man Crew)

ENGINEERING & TECHNICAL TRAINING



Leverage Raychem technical engineering experts to deliver customized fit for purpose offerings unique to your individual site requirements.

- Specification Reviews
- Heat-Up / Cool-Down Analysis
- Field Sketches / Isometrics
- Engineered Isometrics
- Training Virtual & On-Site - General Operator Maintenance

Contact your Raychem Sales representative for further details on offerings and pricing.



Raychem Tracer Pyrotenax Nuheat