



Customer Support Agreement. More Value. Same Great Support.

We are pleased to introduce our Customer Support Agreement (CSA), with a range of plans that include field support, parts and repair coverage, and much more. Whatever your support needs, we can help while saving you time and money in the process.

What is Mirion CSA?

- **One model, many options**

Mirion CSA is built on a simple concept; a common foundation of support for a wide variety of services. The CSA is designed to provide a mutually beneficial partnership between the Mirion Services organization and the client. How do we do that? By tailoring the services to the needs of the customer and providing exceptional support where needed.

- **The Primary Goal: Reliable Uptime and maximum return on your investment.**

You have invested time, money, and expertise in hardware and software to accomplish your nuclear measurements mission. We have the expertise to help you get the most from that equipment and to keep it running at maximum performance. Our CSA program is designed to deliver expertise according to your specific needs. Please see some brief descriptions below or call us at 800-255-6370 for more information.

- **The CSA**

Each CSA is designed around specific customer needs such as installed equipment support, mission-critical activities, additional professional services, and other elements as selected by the customer. Each CSA is tailored such that each support element provides clear value to the customer.

Generally, the services are selected from the elements described below:

Parts and repair coverage

- The level of parts and repair coverage is decided by the customer, and includes return-to-factory and on-site options. The **Extended Warranty CSA** is our simplest form of this support, with return-to-factory repairs for our full line of products. The **On-Site CSA** provides the parts necessary for on-site repairs as well as personnel for on-site preventative maintenance, troubleshooting, and repair, supplemented by return-to-factory repairs if needed.

Technical Support – One Number To Call

- All **On-Site CSA** customers are assigned priority access to our technical support team to address their needs in the shortest time possible. All service related issues and solutions received through our **One Number** system are tracked and visible to the entire support team, allowing us to quickly recognize recurring issues and manage solutions to completion.

Free attendance at our Mirion Connect Users' Conference

- Attendance at our annual Mirion Connect Users' Conference offers education, exchange of ideas, and exposure to new technology. Our broad array of seminars offers topics for every interest. Free attendance includes one person for two days of training or two persons for one day of training, plus free attendance for the remainder of the conference. Additional attendees will receive a 10% discount.

Rollover Service

- Plans are always subject to change and scheduling services can sometimes be challenging. We want to make sure that your service time is fully utilized. So rather than take a "use it or lose it" approach, unused service time is eligible for rollover into the next On-Site CSA period with timely contract renewal. This policy adds flexibility for your schedule when situations arise.

Software/Firmware Updates

- Today's counting systems rely heavily on software and firmware. On-Site CSA customers get assistance from our Field Support Engineer team to install these updates correctly and explain all changes. Software CSA customers get regular distributions of updates with complete descriptions and instructions for their installation.

Professional Services (see next page)

- The professional services from our Field Support and Technical Services teams are the foundation of our On-Site CSA. Any or all of these services can be included in the CSA as needed by the program requirements. Services acquired inside an On-Site CSA are discounted as much as 20% from our standard services list prices.

introductory Customer Support Agreement (iCSA)

- The iCSA, for new product acquisitions only, adds value by providing essential services like installation and familiarization and on-site State of Health verifications along with many benefits of the On-Site CSA support functions (on page 2).

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• Predictive Maintenance

Lab-Pulse™ Services can maximize the uptime of your instruments, improving your operational efficiencies and, with predictive maintenance, extend the lifetime of your HPGe detectors.

- Automatic notification of alarms for monitored instruments.
- Guaranteed response by a Mirion Service expert within the next business day for any Lab-Pulse generated tech support case from instrument alarms.
- Access to Lab-Pulse User Dashboard for reviewing instrument real-time status remotely.
- Monthly Executive Summary Reports of instrument uptime and Mirion Response status.
- Bi-annual Lab-Pulse remote review of Lab-Pulse instruments covered instruments for in depth state-of-health status, early failure warning indicators, optimum.

• Professional Services

As noted above, professional services are the foundation of our CSA. The additional weeks of Professional Services purchased in a CSA can be used for any of the following services at the applicable rate. Services provided utilizing this feature within the CSA are subject to cost savings up to 20% off the standard services list prices.

These professional services include:

- Installation
- Equipment Calibration
- Training
- Application Consultation
- Custom Reports
- Verification and Validation
- Custom Scripts
- Data Review
- Laboratory Setup
- Friendly Audits
- QA Setup/Review
- LabSOCS™/ISOCS™ Setup
- Data Migration
- Software Upgrades
- Outage Support
- Software Integration
- System Relocation
- System Familiarization
- OpenEMS™ Support
- On-Site System Integration

Mirion Services CSA Models and Deliverables	OpenEMS CSA	Introductory CSA	Software Support CSA	Extended Warranty CSA	On-Site CSA
Priority Technical Support	✓	✓	✓	✓	✓
Software Updates	✓	✓	✓	✓	✓
Online Customer Portal Access	✓	✓	✓	✓	✓
Discounted Services	✓	✓	✓	✓	✓
Online Training – 10% off	✓	✓	✓	✓	✓
Mirion Connect training – 1 person, 2 courses or 2 persons, 1 course free ⁽¹⁾		✓	✓	✓	✓
Mirion Connect attendance – 2 persons free, additional persons 10% off		✓	✓	✓	✓
Professional Services (optional, see list above)			✓	✓	✓
Online Training – 1 free course			✓	✓	✓
Discounts – Training Outside CSA (10% off)			✓	✓	✓
Firmware Updates		✓		✓	✓
Repairs, HPGe detectors included ⁽²⁾		✓		✓	✓
Parts		✓		✓	✓
Lab-Pulse Services		✓		✓	✓
Discounts – Multi-System Software			✓		✓
Rollover Services					✓
Annual Health Check on-site visit					✓
Discounts – Introductory CSA to CSA (5%)					✓
Discounts – Multi-year ⁽³⁾					✓
Dedicated Spares Inventory (optional)					✓
New hardware replacement allowance (optional)					✓
Emergency visits – one emergency on-site visit per year					✓
Annual Report to document deliverables and activities					✓

⁽¹⁾ Additional Training attendance available at a discounted price
⁽²⁾ Voluntary detector reconfiguration is excluded
⁽³⁾ Multi-year discounts are based on the support agreement term

To learn more about our CSA or sign-up, contact your local account manager or call our Services Group. 1-800-255-6370