



Enhanced Customer Support Agreement



More value. Same great support. Mirion is pleased to announce that we've expanded our Customer Support Agreement (CSA) with services ranging from field support and parts and repair coverage to continuous real-time monitoring and more. Whatever your uptime needs are, we can help – saving you time and money in the process.

What is the Mirion CSA?

ONE MODEL, MANY OPTIONS

The Mirion CSA is a common foundation of support for a wide variety of services. It's designed for flexibility, so our customers can tailor the services they access from our team to their precise needs.

MUTUAL GOALS: RELIABLE UPTIME AND MAXIMUM ROI

You invest time, money, and effort in the hardware and software solutions you count on to accomplish your nuclear measurement missions. Mirion offers the training, tools, and expertise to help you get the most from that equipment, and to keep it running at maximum performance.

A CLOSER LOOK

Each CSA is tailored around your needs such as installed equipment and software support, monitoring and preparing for mission critical activities, and consulting, training, and other professional services. Our team works with you to design the optimal combination of support elements. **Generally, 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 personnel and parts necessary for on-site preventative maintenance, troubleshooting, and repair, supplemented by return-to-factory repairs if needed.

A CLOSER LOOK *(continued)*

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 the 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.

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

The professional services from our Field Support and Technical Services teams bring the power of Mirion expertise to your program (details on next page). Any or all of these services can be included in the CSA as needed. 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, provides essential services like installation and familiarization, plus State of Health verifications and many benefits of the On-Site CSA support functions (on next page).

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. Therefore, 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.

PROFESSIONAL SERVICES

Mirion's Professional Services distinguish our CSA. Let our team help your team with training, consulting, and customizations to get the most out of your operations. 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 via this feature within the CSA are eligible for cost savings up to 20% off the standard services list prices.

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		✓		✓	✓
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, contact your local account manager or call 1-800-255-6370.



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TECHNOLOGIES