



# Enhanced Customer Support Agreement

Mirion's enhanced Customer Support Agreement (CSA) delivers comprehensive services from field support and calibration to parts and repair coverage and more – ensuring your operational needs are met efficiently, saving you both time and money.

**More value, same exceptional support.**

## 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, with tailored services to address your unique needs.

### RELIABLE UPTIME AND MAXIMUM RETURN ON INVESTMENT

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**

All 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 system are tracked and visible to the entire support team, allowing us to quickly recognize recurring issues and manage solutions to completion.

### **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. Customized On-Site CSA customers are entitled to complimentary attendance for two attendees at Mirion Connect, including training classes and seminar attendance. 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 the Mirion Field Support Engineer team to install updates correctly and explain all changes. Customers who have subscription license software receive regular distributions of updates with complete descriptions and instructions for 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.

### **Introductory Customer Support Agreement (iCSA)**

The **iCSA** provides essential services like preventative visits and parts and repair coverage, plus many benefits of the on-site CSA. The **iCSA** also includes an e-learning credit for one of Mirion's two self-led training classes.

### **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 Customized 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 Customized On-Site CSA can be used for any of the following services at the applicable rate.

### 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 Upgrade Support
- Outage Support
- Software Integration
- System Relocation
- System Familiarization
- OpenEMS™ Support
- On-Site System Integration

	Extended Warranty CSA	Introductory CSA	Expanded On-Site CSA	Customized On-Site CSA
Priority Technical Support	✓	✓	✓	✓
Return-to-Factory Repairs, including Parts Replacement <sup>(1)</sup>	✓	✓	✓	✓
Discounted Services <sup>(2)</sup> (10% off list price)	✓	✓	✓	✓
Online Customer Portal Access	✓	✓	✓	✓
Firmware Updates		✓	✓	✓
On-Site Preventative Maintenance Visits		1 per year	2 per year	Flexible
On-Site Emergency Visits		1 per year	2 per year	Flexible
Discounts – Multi-Year <sup>(3)</sup>			✓	✓
Mirion Professional Services				✓
Complimentary Mirion Connect Registration for 2 Attendees				✓
Rollover Services				✓
Dedicated Spares Inventory				Optional
New Hardware Replacement Allowance				Optional
E-learning Self-Led Training (1 free course)		✓		

<sup>(1)</sup> Voluntary HPGe detector reconfiguration not included

<sup>(2)</sup> Customers with a Support Agreement are eligible for a 10% discount on additional services purchased during the support period for equipment covered by the CSA.

<sup>(3)</sup> Multi-year discounts are based on the support agreement terms

**To learn more, contact your local account manager or call 1-800-255-6370.**