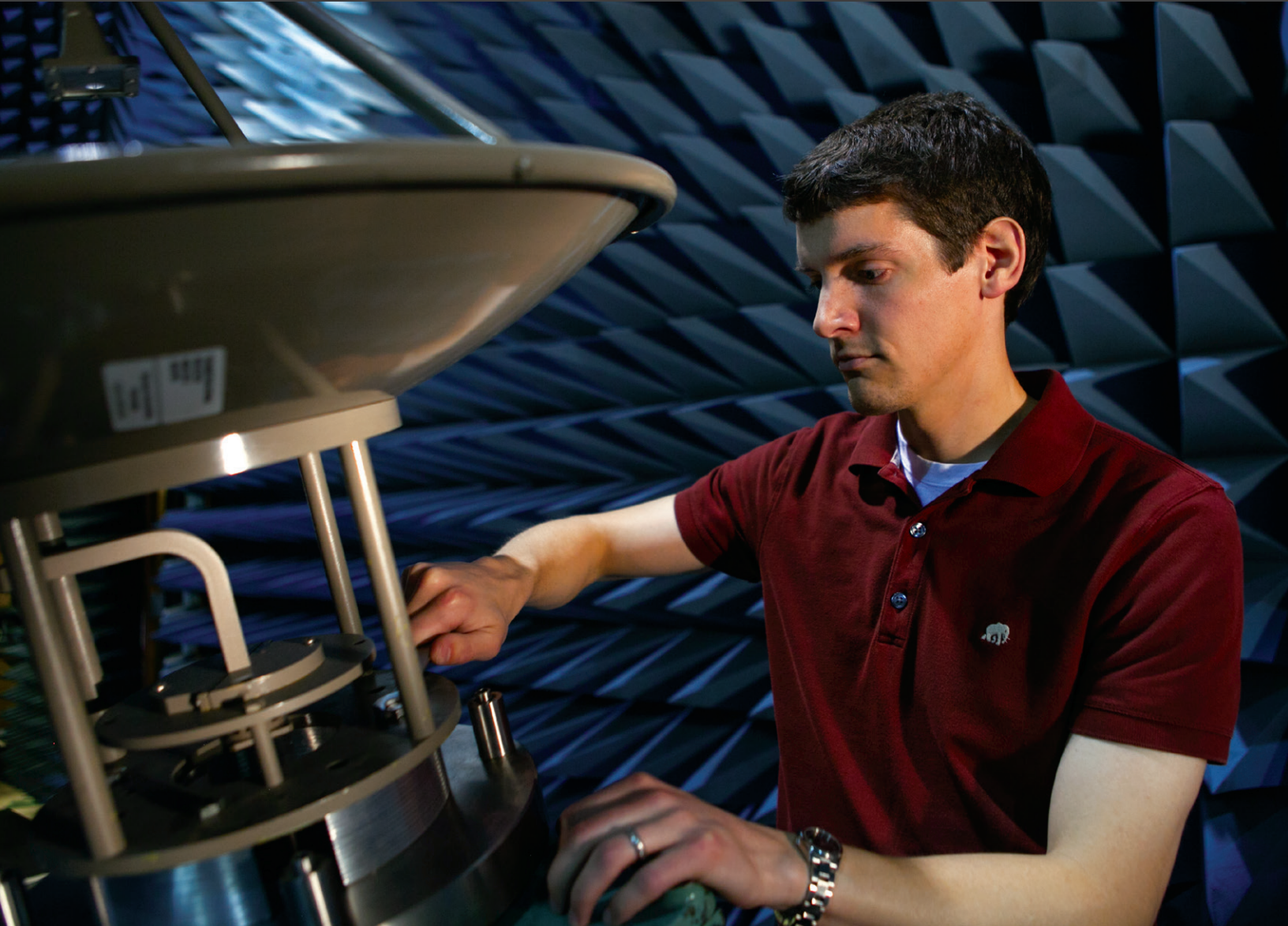


STANDARD WARRANTY SERVICES



FEATURES

- Provides product repair or replacement protection against defects in materials and workmanship under reasonable and ordinary usage
- Warranty period begins on date item is delivered and extends 12 months for hardware, software, parts and services
- May be supplemented with a renewable post-warranty support plan, providing significant advantages in speed of response and regular maintenance

FIELD SERVICE CALLS

Our expert field service professionals are available to assist with any maintenance issue, installation, or on-site technical assistance. In some cases however, it may be more efficient or cost-effective for you to return equipment to our facility for service. A Customer Support representative will work with you to determine the best option for you, along with providing shipping instructions.

SPARE PARTS

To minimize our customer's downtime, NSI-MI Technologies maintains an inventory of modular parts for new products. Our global coverage provides technicians and maintenance personnel with access to these standard parts to streamline the maintenance process. Ordering parts from NSI-MI Technologies provides a single source of supply and the assurance of part compatibility and quality. For customers who stock spares or perform their own maintenance and repairs, we offer board and module exchange for some products.

THIRD-PARTY SERVICE

If your range instrumentation includes third-party equipment, we may be able to offer calibration and repair services on the other manufacturers' products.

STANDARD FACTORY TECHNICAL SUPPORT

NSI-MI Technologies' telephone and internet support options are customized to meet the specific needs of our customers. We offer a number of factory technical support solutions. On the NSI-MI Technologies website, we offer self-help services such as our online database of downloadable technical articles on topics associated with range instrumentation. We also offer complimentary assisted support options that allow you to work with a NSI-MI Technologies' support professional on basic product installation, features and functionality during the standard product warranty period for both hardware and software. Paid assisted support options, such as our comprehensive post warranty support plans and software maintenance, are available for issues not covered by the standard warranty.