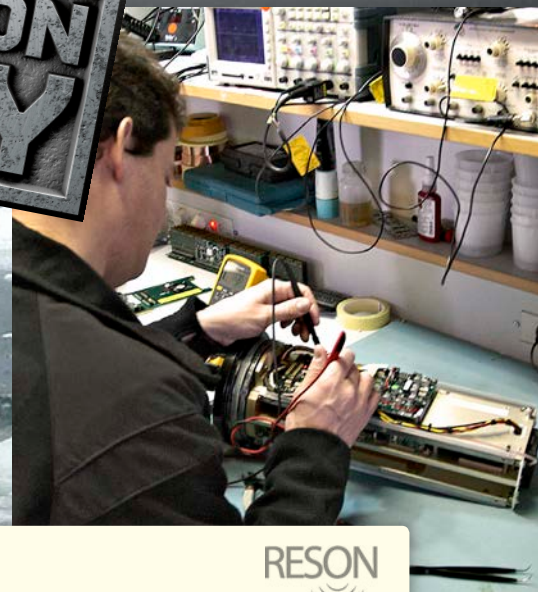


**EXPEDITION  
READY**



# Service & Support Agreement

## KEEPING YOUR MULTIBEAM SYSTEM OPERATIONAL

At RESON, we recognize the investment you put into your multibeam systems. We believe that continued development and focus on professional use of RESON hardware and software can maximise your efficiency and productivity. RESON Service & Support can offer you a wide range of services and products customized to meet your after-sales requirements. We believe that service and support is important, and we look forward to supporting your operations.

A Service and Support Agreement (SSA) ensures that your equipment is maintained in optimal condition and that you are fully trained, all with fixed annual costs.

A SSA agreement is designed to prolong the life of your multibeam system and minimise operational downtime from accidental damage, break down or operator inexperience. It also allows you to better manage annual service costs, provides a better understanding of the services offered and makes maintenance scheduling easier. It also provides a maintenance record for auditing purposes.

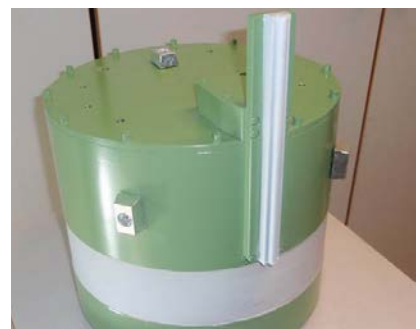
RESON	
SERVICES OFFERED FOR YOUR SEABAT	
DELIVERABLES	System backup (optional)
LIFECYCLE-REFURBISHMENT	After 3 years enjoy a factory refurbishment
SUPPORT	24/7 Hotline
EXTENDED WARRANTY	Extended warranty against defects in materials and workmanship
UPDATES	Maintenance software and firmware updates
MAINTENANCE	Annual system health check



A new SeaBat 7101 in a mounting frame



A 3 year old SeaBat 7101 which has not been maintained regularly



Refurbished and anti-fouled painted SeaBat 7101

Still have questions? Find the answers here or contact your local sales representative for more information

#### How do I get support?

RESON has support sites globally and endeavours to answer support enquires on a 24/7 basis. You may call RESON's hotline: Europe +45 20 999 088 or America +1 805 964 6260. When you call the RESON hotline, you will be asked about the nature of your query prior to being transferred to the most appropriate engineer. The engineer assigned to you will endeavour to ensure that it is resolved in the minimum time possible. Additionally, you may email support@reson.com for general support enquiries or if your enquiry is related to PDS2000 email: support@pds2000.nl.

#### What are software and firmware updates?

Software and firmware updates provide improvements to the operation of your RESON system without modification of hardware. Software updates contain general improvements in operation only.

#### What does warranty extension mean?

Warranty Extension is simply an extension of the duration of your standard warranty. It is not an increased level of cover. For example, a one-year warranty extension provides a total of two years cover when combined with your standard one-year limited warranty.

#### What is a system back up?

Accidental damage and breakdown remain to be a fact of life for systems deployed in hostile conditions. The purpose of this option is to enable you to continue operations and minimise loss of earnings due to downtime by receiving a backup system or sub component to cover any breakdown period. Your nearest RESON site maintains a pool of systems from which a system or component may be shipped to you in the event of breakdown. This option is only available through a Service and Support Agreement in order to maintain system availability at RESON sites. For practical reasons it is not possible for RESON to hold a backup for every system in operation. You may elect to select one or more backup systems as part of your Service and Support Agreement to cover a range of your own systems. RESON endeavours to ensure that your backup system is en route to your site within 24hrs of confirmation of its requirement.

#### What does a factory refurbishment consist of?

- Dismantling of your system
- Re-potting of transducer arrays
- Re-moulding of cables
- Testing of all electronics
- Re-tuning of electronics
- Clean up of all parts
- System re-build and full tank test

#### What is an annual system health check?

The system health check applies to applicable RESON systems and may be carried out either onboard, at your site or at RESON's factory. As an example your basic system health check will consist of the following:

- Inspect and clean all components
- Open and inspect sonar processor electronics
- Re-install components
- Ensure all hardware and mountings are secure
- Ensure all cabling is secure and intact
- Power on test
- Built In Test Environment (BITE) status
- Ceramics health (where applicable)
- Receiver channels health status
- Transmitter channels health status
- Transmitter functionality and waveform analysis
- Test all interfacing functionality
- Re-install operating system (if necessary)
- Install latest applicable software/firmware
- Health check report

RESON A/S  
Denmark  
Tel: +45 4738 0022  
reson@reson.com

RESON Inc.  
U.S.A.  
Tel: +1 805 964-6260  
sales@reson.com

RESON OFFSHORE Ltd.  
Scotland U.K.  
Tel: +44 1224 709 900  
sales@reson.co.uk

RESON GmbH  
Germany  
Tel: +49 (0) 431 720 7180  
reson@reson-gmbh.de

RESON B.V.  
The Netherlands  
Tel: +31 (0) 10 245 1500  
info@reson.nl

RESON Pte. Ltd.  
Singapore  
Tel: +65 6725 9851  
singapore@reson.com