



RADIATION MONITORING SYSTEMS SERVICE AGREEMENT

For over five decades, General Atomics Electromagnetic Systems (GA-EMS) has maintained a worldwide reputation as a leading developer and manufacturer of high-quality, extremely reliable Radiation Monitoring Systems (RMS). As nuclear plants continue to address the Nuclear Engineering Institute's (NEI) "Delivering the Nuclear Promise[®]" strategic initiatives, we remain committed to providing RMS customers with the products, training, and dedicated support services necessary to help keep nuclear power plants operating safely and efficiently for a lifetime of service.

Customers asked for increased engineering and technical support and reduced lead times to meet the Nuclear Promise. To support your needs, we are offering premier services through GA-EMS' RMS Service Agreement, a comprehensive offering designed to provide RMS customers with 24/7/365 access to our aftermarket, field service, and technical support teams.

RMS Service Agreements are specifically designed to align with NEI Efficiency Bulletins that facilitate the Nuclear Promise.

To learn more about how your nuclear plant can benefit from purchasing a RMS Service Agreement, or to receive a quote, contact us via email at RMS.service@ga.com or call us at +1 (800) 252-1180.

AROUND-THE-CLOCK TECHNICAL SUPPORT

Supports **NEI Efficiency Bulletin 17-18**

Optimizing Strategic Engineering, Engineering Response Team, and Component Maintenance Support

We're always here when you need us. Customers with active RMS Service Agreements can contact our experienced RMS field service team via email or phone 24 hours a day, 7 days a week, 365 days a year.

EXPEDITED FIELD SERVICE SUPPORT

Supports **NEI Efficiency Bulletin 17-18**

Optimizing Strategic Engineering, Engineering Response Team, and Component Maintenance Support

Our field service team is composed of dedicated experts with years of design and maintenance experience covering all GA-EMS RMS products. In addition to 24/7/365 technical support, our field service specialists are available to quickly and efficiently address priority issues, and provide on-site support to help keep systems functioning properly to reduce downtime. GA-EMS' 24/7/365 technical support, coupled with expedited field service means you'll never have to work through emergencies alone.

PROFESSIONAL SYSTEM HEALTH CHECK EVALUATION

Supports **NEI Efficiency Bulletin 16-33** System Health Reporting Efficiencies

Our team of professional engineers will conduct on-site health checks of your RMS equipment, and provide a report with recommendations for review. We can help you address immediate concerns and put together a plan to meet future needs to ensure your systems remain online for a lifetime of service.

NEXT-DAY ACCESS TO CRITICAL COMPONENTS

Supports **NEI Efficiency Bulletin 16-30** Material Cost Reduction While Maintaining Quality

Nuclear power plants need immediate access to spare parts to avoid outages and downtime. RMS Service Agreement customers will have access to our inventory of RMS components to support emergencies, with next-day shipping to reduce the risk of an unexpected shutdown.

PROACTIVE SPARE PARTS & OBSOLESCENCE PLANNING

Supports **NEI Efficiency Bulletin 16-30** Material Cost Reduction While Maintaining Quality

Sometimes planning for future requirements can fall to the wayside while you're focused on managing day-to-day operations. RMS Service Agreements enable collaborative identification of spare parts requirements and address obsolescence issues to significantly reduce lead times. Working together, we can help ensure critical components are available to keep plants operating safely and reliably for years to come.

IN-DEPTH, INTERACTIVE TRAINING

Supports **NEI Efficiency Bulletin 17-22** Engineering Personnel Initial and Continual Training

Staff training and transferring critical knowledge to new personnel is crucial to long-term plant operations. GA-EMS RMS training courses can help. Our expert instructors take students through in-depth, interactive training covering the operation, testing, troubleshooting, and maintenance of RMS products. Each course provides students with the knowledge and tools necessary to keep RMS equipment continuously operating with the highest degree of performance and reliability.

PRIORITY OUTAGE COVERAGE

Supports **NEI Efficiency Bulletin 17-18** Material Cost Reduction While Maintaining Quality

A dedicated field service specialist can assist in making a planned outage as productive as possible. Our engineering staff can help identify spare parts needed for planned activities and identify situations where preventative maintenance during an outage can prevent turmoil in operation. A dedicated field service specialist will facilitate additional on-site or remote support services during the execution phases of a scheduled outage, and be on-standby to travel to your site should any unexpected issues arise.