

## Field Service Policy

### Our Commitment:

Our Field Service personnel are experts in the configuration and application of Monico products. Our commitment is to meet and exceed our customer's expectations. As such, it is important to understand that our Field Service is the culmination of a team effort between us, Monico, Inc., and you, our customer. Our responsibility is to provide a fully functioning bridge for data collection and protocol conversion between the assets you need to monitor and the system you are using to monitor them.

### Included in our Field Service:

We will assist you with the termination of power and communications wiring on the Monico products you have installed. We will test and verify our product(s) meet the requirements as defined through the collaborative efforts of you and the Monico Team leading up to our site visit. In most cases our Team efforts will include Monico Sales, Support, and Engineering staff to provide you with the highest level of customer service and to ensure the success of our endeavors together.

### What to expect from a Monico Field Service site visit:

1. **Verify proper installation** - Once on site your Monico Field Service personnel will check the installation of the Monico product(s) along with wire runs and provide feedback as needed to ensure our products will function as expected.
2. **Verify proper connectivity to our products** - Following verification of proper installation we will verify and assist, if required, in terminating wire runs to our products and answer any questions you may have about the connections.
3. **Power-up and verify LED activity** - Our product(s) will be powered up and a review of the LED activity will take place showing you how to assess the basic operation of our product(s).

**Note: The following steps require that you have a laptop available running Microsoft Windows and able to run on battery power and a USB A to B cable more commonly known as a USB Printer cable. The laptop will need to have MonicoView or MonicoView II install and running. Our Technical Support staff can assist you with downloading and installing the proper version of MonicoView by calling 281-350-8751 x1.**

4. **Demonstrate MonicoView software** - An overview of the MonicoView software and how it interacts with our products will provide you with some hands on experience and show you just how powerful our products are.
5. **Data verification** - Data will be verified by comparing the data being retrieved by our product, as viewed "live" in our MonicoView software, with data shown on the panel(s) of the equipment being monitored. You will be shown how to diagnose basic communications errors when viewing "live" data and by looking at the LED activity by unhooking communications wires and viewing the results. During this time we will review common

communications settings for the ports and protocols in use. You will also be shown how to effect various changes should you need to make any in the future. As time permits, we will gladly assist you in troubleshooting any issues with data received by your PLC or monitoring equipment including scaling issues.

### **Preparation for a Monico Field Service site visit:**

There are some important things to keep in mind regarding Monico's Field Service.

1. Our products **must** be installed and all necessary wiring **must** be run **before** we arrive on site to reduce your costs for us being there.
2. We are not Engine (Caterpillar, Cummins, Detroit Diesel, etc.) Technicians, Electricians, or PLC specialists so it is very important that you make all necessary arrangements for these resources to be on site with us on our visit to assure mutual success. Monico Support and/or Engineering will discuss with you what resources will be needed as we define your needs. If you have any questions about these resources please do not hesitate to bring them up.
3. In order to minimize our Field Service expenses (costs to you) it is important that you make all arrangements to send a Purchase Order to the Monico Sales Team as soon as possible so that we can secure the economic travel arrangements and ensure hardware can be shipped in plenty of time for you to have it installed and all wiring run before we arrive. Monico Support can assist you in making decisions on where to mount our hardware and what industry accepted wiring will be needed to assure the installation goes smoothly.

Throughout this process, any and all questions you have will be addressed to your satisfaction. In the event you have a question we cannot immediately answer we have the resources to get you an answer quickly.

### **Contingencies**

While we do our best to estimate the amount of time it will take our technicians to complete the tasks identified there may be issues beyond our control that could adversely affect these estimates. If upon arrival at the site our Field Service personnel determine the site is not as expected based upon the outcome of the requirements phase or that changes have been made which adversely affect the operation of our products, we will identify said changes and make appropriate requests to you or the Monico Team as necessary in an effort to accommodate these changes. Most minor changes can be addressed quickly while others may require different products or Engineering assistance which could take additional time to effect. We will keep you apprised of the situation and work with you to develop a plan that meets your needs.

You should also know that we at Monico, Inc. stand 100% behind all of our products and all applicable warranties apply to the hardware and **DO NOT** include on-site or Field Service. If the hardware stops functioning as expected we will rely on you to contact our Technical Support Team and work with us to troubleshoot the problem. If our Technical Support Team determines the problem to be hardware related we will ask you to ship it back to us for repair or replacement. Any Field Service trips for troubleshooting problems will require a PO up front for our daily labor rate plus expenses for the anticipated number of days we will need.

**Expenses:** Expenses incurred in connection with Field Service rendered shall be invoiced at actual cost. Expenses are defined as air travel, mileage, lodging, meals, ground transportation, phone, tolls, and incidentals. Air travel is economy class for all domestic and North America travel. Your invoice will list all charges by category and are not subject to discounts. Copies of Receipts will be provided only if specified on the purchase order.

**Scheduling of Field Service Technician:** Monico Field Service cannot be scheduled without an authorized purchase order from the customer.

**Cooperation:** The Customer agrees that the performance of these Field Services is dependent on the customer's timely and effective cooperation.

**Delays:** Monico shall not be responsible for delays in the performance of assigned work if such delay arises due to circumstances beyond its control. Such causes may include, but are not limited to, improper installation of components, mechanical and electrical utilities, instrumentation, and or any acts or omissions of subcontractors or third parties. Monico will invoice the customer applicable daily rates and expense charges for these delays or failures.

**Safety Equipment:** Personal Protective Equipment (PPE) for Field Service Technicians includes safety glasses, steel-toed boots, and hard hats. Additional PPE required by the Customer shall be provided to Monico personnel at no cost.

**Work Hours:** Normal working hours are eight (8) hours commencing at 8:00 AM. The maximum number of work hours for a 24-hour period is twelve (12).

**Holidays:** Easter, Christmas, New Year's Day, Thanksgiving and Friday after, Memorial Day, 4th of July, and Labor Day.