

Technical Service Agreements

Data Sheet



Through our Technical Service Agreements (TSA), Roxar is strategically partnering with key customers to provide value added services. This will help minimize risk during installation and optimize the product life cycle performance and keep instrumentation solutions operating at peak performance. Ultimately, this will ensure improved productivity and significant investment returns on Roxar's solutions.

Committing to peak performance

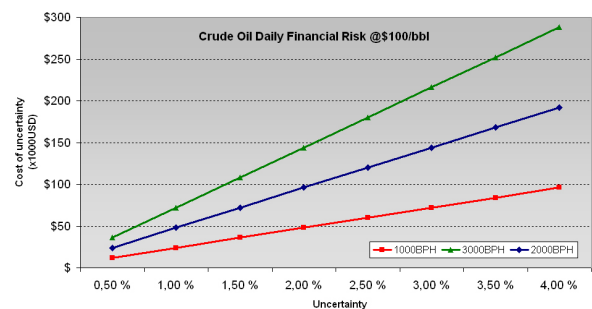
Roxar offers support services that ensure cost-effective and efficient operations by reducing equipment downtime throughout the equipment life.

TSA Key benefits:

- Service priority
- Regular preventative maintenance
- Improved equipment up time
- Guaranteed response times
- Preferred rates
- Reduced risks on maintenance costs and operational availability
- Easy access to the plus program services
- Minimize costs throughout the equipment life
- Technical Support Priority

Sustain your investments

With the volatile prices of petroleum products, a small measurement error can have a significant impact on your operation's bottom line. Properly maintaining your metering system is essential to minimize total cost. The financial risk increases significantly with measurement uncertainty.



TSA Programs

Roxar's offers two distinct service programs, each designed to suit your general needs. Both the standard and premium programs are subject to a fixed fee.

Services	Standard Program	Premium Program
Enhanced Preventative Maintenance Services Scheduled PM maintenance/checks at site	✓	✓
Short Notice On-Call Site Support Services Mobilisation of a Service Engineer for un-scheduled maintenance and repair services	96 hrs respons time	48 hrs respons time
Access to Roxar Global Service Centre Access to Roxar Priority Helpdesk Service during local office hours.	20 hrs / year	60 hrs / year
Service Report Written report on work performed on-site	✓	✓
Information Services Storage and maintenance of meter configuration and instrument console information services. Data provided upon request.	✓	✓
Software Support Supply and install all revision-up software during site visits, during and after the warranty period.	✓	✓
24/7 Phone Support Roxar duty phone support available 24/7 for coordination of Emergency Requests		✓
Remote Diagnostics Remote health check via remote control of service console computer.		✓
TSA reporting Written report on last periods activities and provision of system enhancements and maintenance advice.		✓

TSA program members have the opportunity to tailor their respective standard or premium program. Roxar offers a variety of services to choose amongst, in order to upgrade a respective program to a standard or premium plus program. The available services are:

Services	Standard + Program	Premium + Program
Data Validation services Data interpretation & validation by comparison with data from other sources and historical results.	X	Optional
Service History reporting Database over meter Service History and status. Reports issued on request	Optional	Optional
Engineering Support Engineering studies performed from Roxar offices by engineering resources	Optional	Optional
Data Processing Re-processing of historical raw data.	Optional	Optional
Spare Parts Supply Supply of 2 years operational spare parts package for client stocking at site	Optional	Optional
Spare Parts Consignment Program Roxar to hold 2 years operational spare parts on-stock reserved for client for immediate mobilisation to site if required.	X	Optional
Source Management (if applicable) Roxar will perform a yearly source radioactive survey and wipe test. Roxar will maintain records of the results of every test.	Optional	Optional

Keeping you at peak performance!

Roxar is a world class provider of customer services. We believe in helping you get maximum value from the technological solutions we deliver and enhance your total customer experience.

We understand the importance of your investment. In an environment of volatile oil and gas prices, it is our job to reduce the financial risk associated with measurement uncertainty.

Our global reach, broad range of services and highly qualified service personnel, supported by our extensive industry experience, enables Roxar to support you throughout the lifetime of your equipment. That is our commitment!



Contact us today!

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