



Service & Support Programs

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There is never a good time for downtime.









Minimize your chances of downtime with North Star Imaging’s Silver, Gold, or Platinum preventative maintenance programs.

Industrial X-ray equipment requires regular care and maintenance to allow it perform efficiently and remain free from contamination. Regular updates to your North Star Imaging software ensures you are getting the most out of your machine and images.

Purchasing a preventative maintenance agreements will:

- Prevent downtime due to unnecessary failures
- Extend the life of your system
- Maximize equipment performance
- Minimize maintenance costs

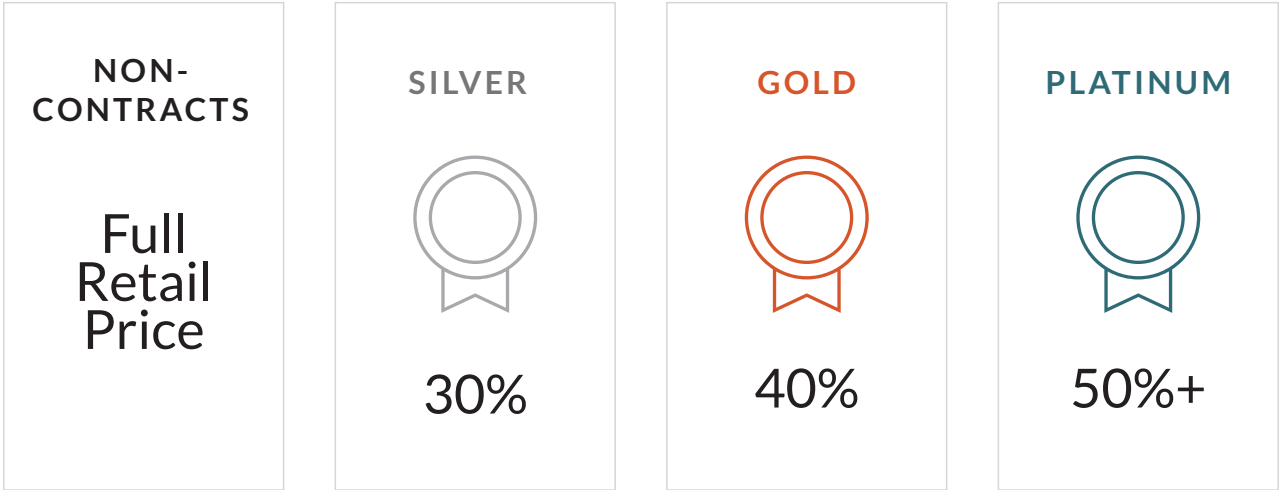
Our factory trained and authorized system specialists are highly qualified to offer a full range of support and services:

-  Emergency on-site support
-  Software maintenance and support
-  Phone and remote access support
-  Replacement parts
-  Electrical / Mechanical
-  X-ray tubes
-  Generators
-  High voltage cables

Service and Support Packages

Our preventative maintenance packages will minimize your chances of downtime while saving your money.

CUSTOMER SAVINGS*



*Based on analysis of average system agreements

Technical Training

Our training and support starts when you buy one of our systems. Our new operator training packages give you the flexibility to select when, where, and how you learn to operate our equipment for your testing or inspection needs.

North Star Imaging’s X-ray University courses provide you or your employees with the required education to achieve Level 1, 2, or 3 certifications in accordance with The American Society for Nondestructive Testing, Inc. (ASNT) Recommend Practice No. SNT-TC-1A.



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PREVENTATIVE MAINTENANCE AGREEMENT	SILVER	GOLD	PLATINUM
Scheduled Visits by North Star Imaging (per year) <small>*Scheduled visits can be modified as necessary.</small>	2 visits*	2 visits*	3 visits*
Software Upgrades	Yes	Yes	Yes
Prioritized Remote Support	Yes	Yes	Yes
Onsite Visit Discounts	10%	25%	Full Warranty
Spare Parts Discounts	10%	10%	Parts Included
Remote Support Program <small>*During normal business hours.</small>	Within the next business day or sooner*	6 hours or less from notice*	2 hours or less from notice*
On-site Emergency visits <small>*Can be used as a 2-day training in lieu of service visit. ***Unlimited visits for equipment and software issues not resolved via remote support.</small>	N/A	1 Visit*	Unlimited**
Refurbishment Program <small>*On select items. Talk to your sales representative for more details. **Unlimited use on applicable items.</small>	N/A	2 Per year*	Unlimited**
Replacement or Repaired Components	N/A	N/A	OEM Repair
Equipment Loaner Program <small>*From applicable list. Talk to your sales representative for more details.</small>	N/A	Rental	Loaner - Upon equipment availability*
Potential Savings vs Non-Agreement Pricing <small>*Based on analysis of average systems agreements.</small>	30%	40%	50%+



All preventative maintenance agreements include a 13 point inspection:

1. Clean and adjust X-ray tubes, replace o-rings and adjust controllers to manufacturers specs
2. Clean, inspect, set compression and reapply dielectric grease
3. Vacuum system check and change oil if applicable
4. Clean cooler and test flow switches
5. Clean and verify adjustments on the HT generators to preserve tube filament life
6. Clean, inspect and lubricate manipulator
7. Test and adjust shutter
8. Test and adjust safety interlocks and safety lamps
9. Test power and supplies and adjust to factory specifications
10. Inspect for proper cable drape
11. Verify system fluids and levels are correct
12. Perform a radiation safety survey with documentation
13. Perform an imaging system alignment verification

Which Service and Support Program may be right for me?

Knowing your business, operations, and machine usage requirements can help you to determine which kind of support agreement is right for you.

PLAN TYPES

SILVER

- Up to 8 hours per day of machine usage
- Downtime is not critical to business or manufacturing operations
- R&D lab or lower production volume
- Can easily arrange emergency visits for our technicians; PO for visits can be easily generated
- Typical scan time of up to 2 hours

GOLD

- 8 or more hours per day of machine use, potentially two shifts
- Lack of downtime is critical for business or manufacturing operations
- Mid to higher production volume
- May be difficult to arrange emergency visits for our technicians; PO generation may be required before visits
- Typical scan time of 2-3 hours

PLATINUM

- 16 or more hours a day of machine use, may include weekends
- Lack of downtime is critical for business or manufacturing operations
- High volume production, contract manufacturing, critical components, federal gov't contracts, or require annual budget for maintenance
- May be difficult to arrange emergency visits for our technicians, PO generation may be required before visits, pre-approved funding needed for on-site visits.
- Typical scan time of 3+ hours



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