



TECHNICAL SUPPORT SERVICES

Site Survey

Prior to installing the monitoring system, VibroSystM certified technicians will:

- Complete a site assessment to evaluate specific challenges related to the project.
- Meet the team involved with the project and collaborate with them through the installation process in order to better plan out all possible interventions.
- Insure that the information used to prepare the Bill of Materials reflects on-site realities.
- Inspect the unit in order to establish adequate and functional installation locations. This will insure the best monitoring results while knowing what to monitor according to the unit's history, current issues, and accessibility.

Allowing complete access and support to VibroSystM certified technicians during the site survey insures that our customers receive the most out of their monitoring system.

VibroSystM's technical support department provides, to all customers, a comprehensive site survey report.

Supervision of Installation

VibroSystM certified technicians have the responsibility to coordinate all installation activities. Allowing complete access and support to the technicians during the installation insures that the measuring chains, acquisition units, and related components remain covered by the applicable warranty.

VibroSystM certified technicians will supervise the installation of all measuring chains (sensor positioning, junction box installation, and cable routing).

VibroSystM certified technicians will:

- Insure proper measuring chain operation after installation.
- Supervise the installation of the monitoring cabinet.

VibroSystM's technical support department provides a comprehensive installation report.

If applicable, the collected information will be reflected in the as-built drawings.

Commissioning

Following the installation, VibroSystM certified technicians perform the final commissioning of the monitoring system through the following steps:

- Validate the monitoring cabinet's installation.
- Verify all internal wiring (as per drawings).
- Verify input / output wiring connected to the system.
- Test communication between the monitoring cabinet and the VSM Server.
- Configure the ZOOM® software according to the installed system.
- "Red mark" preliminary drawings to make sure they reflect the final installation.
- Once commissioning is completed and approved, both the customer and the technician fill out and sign the Site Commissioning Acceptance Test form.
- A comprehensive commissioning report is provided by VibroSystM's technical support department.



TECHNICAL SUPPORT SERVICES (CONT'D)

Operation & Maintenance Training

In accordance with the customer's ZOOM system configuration and layout, VibroSystM certified technicians prepare and present a complete training package on how to operate and maintain the monitoring system through three key elements:

- Verification of the input signals.
- Monitoring Cabinet Maintenance.
- ZOOM software suite maintenance: updates (necessary for bug fixes) and upgrades (necessary for adding new functionalities).
- Database maintenance: insure data integrity, insure sufficient space on the hard disk, make a complete back-up, create a new database and defrag the hard disk if required.

The customer's maintenance personnel, operators, and engineers will all benefit from VibroSystM's 30-year expertise in service and maintenance. In order to unleash the full potential of VibroSystM's monitoring system, theoretical classes and on-site practices with certified technicians about the customer's ZOOM system are included.