



**REGPERFECT DATA ACQUISITION
SOFTWARE SUPPORT PROGRAMS**



TELEDYNE INSTRUMENTS
Monitor Labs
A Teledyne Technologies Company

Software Support Solutions for Today's CEMS Market

In environmental compliance, managing costs, optimizing CEMS performance and minimizing CEMS downtime are vital. Yet in the face of ever-changing technology and regulations, staff reductions and rising operating expenses, it's becoming increasingly difficult for environmental professionals to control costs and meet desired returns.

Teledyne Monitor Labs® (TML) helps environmental professionals around the world meet these challenges through lower cost of ownership and superior product reliability. TML's monitoring systems are based on rugged, reliable equipment manufactured to exacting standards. The result is products and systems with some of the highest mean time between failure rates in the industry.

These high standards apply to our software technical support as well. Even the most reliable components require maintenance over time. Teledyne Monitor Labs' Software Support Plans help ensure maximum data availability while helping you manage costs.

Dependable Service Means Better Data Availability

CEMS downtime can mean air pollutants are not being properly monitored and with today's EPA requirements, every minute of lost data will be a significant issue. However, by partnering with TML in a Software Support Plan, the administrative hassles and delays for fulfilling service requests are eliminated, particularly in emergency or after-hours situations, thus ensuring a minimum of downtime.

TML offers 24x7 Technical Phone Support providing you with rapid assessment, diagnosis and repair of your RegPerfect system. In addition, TML will quickly dispatch a highly trained, technical Service Engineer for on-site service, if necessary.

In summary, our plans offer the fastest possible response time for your mission critical applications.

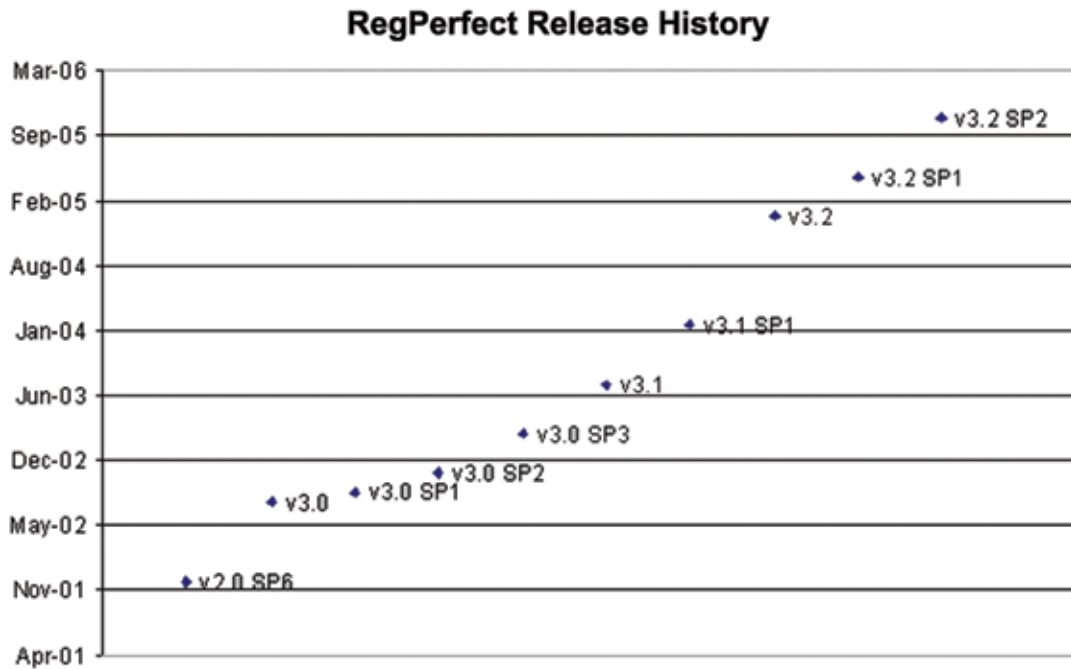
Remote Diagnostics Provide Rapid Response

TML provides continual remote diagnostics 24 hours a day, 365 days a year. All you need is a phone line for modem connection or, preferably, high speed internet and virtual private network access.

Every event that occurs on the CEMS is accessible, both in real time and historically. Using remote diagnosis, Teledyne Monitor Labs can therefore assess and often resolve problems without traveling to site minimizing your downtime.

Protect Your Investment with the Latest Software Revisions

At Teledyne Monitor Labs, we take improving and supporting our software product very seriously. A glance at our past release history will show you that revisions and updates are made throughout the year in order to ensure that our customers are provided with the best possible CEMS software.



Free Upgrades¹

Free upgrades of RegPerfect product releases are provided throughout the term of the Software Support Plan. This means that you are always running the latest release of RegPerfect without the need to renegotiate the cost of the product.

Having a Software Support Plan for RegPerfect means that you can take advantage of new features and improvements right away and provides better value for your money than buying upgrades and new versions. You will also avoid delays and needless paperwork, and can easily budget for RegPerfect Software Support. If you are an existing user of our software and don't have a Software Support Plan but wish to upgrade to the latest version, contact us for pricing.




¹ Upgrades that include new features and service patches are included. Any upgrade based on changing regulatory requirements is excluded, unless specifically addressed in other TML documentation.

Support Plans That Offer Fit and Flexibility

Teledyne Monitor Labs Support Plans are designed for flexibility, letting you choose a level of support that fits the needs of your facility. We offer a complete range of service plans from maintenance programs to comprehensive plans that ensure your system stays current with the latest regulations and technology.

If your in-house capabilities are extensive, consider our discounted Sapphire Level Plan. If your in-house capabilities are limited, Teledyne Monitor Labs offers proactive monitoring, and on-site service like the Diamond Plan. Whatever your needs, Teledyne Monitor Labs has a service plan that fits.

PARTNERS IN SERVICE AND SUPPORT

Software Support Plans	 Diamond Level	 Emerald Level	 Ruby Level	 Sapphire Level
Support Hours (8x5)	Unlimited	Unlimited	Unlimited	16
Support Hours (24x7)	Unlimited	Unlimited	N/A (30%*)	N/A (20%*)
Emergency Response Time (Hr)	4	4	4**	8**
DAHS/PLC Upgrade Discount	15%	15%	10%	5%
Upgrade Installation	On-site	Remote	Assist	Client
Computer Health Check	On-site	Quarterly	Annual	None
On-site Service/Training Discount	Free	15%	10%	5%
Server Loaner Discount	Free	50%	35%	20%
Software Upgrades ¹	Free	Free	Free	Free
DAHS Performance Assessment	Free	N/A	N/A	N/A
Yearly Optimization	Free	N/A	N/A	N/A
Factory Training Discount	Free	15%	10%	5%

* Discount for after hours paid support, ** Business Hours

¹ Upgrades that include new features and service patches are included. Any upgrade based on changing regulatory requirements is excluded, unless specifically addressed in other TML documentation.

Ask Teledyne Monitor Labs about your instrument maintenance requirements.

We offer a full hardware service support team to help you maintain environmental compliance.

Teledyne Monitor Labs, Inc. reserves the right to make changes in construction, design, specifications and/or pricing without prior notice.



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