

Raychem

excellence is everything

Life Cycle Services Adaptive Services Program

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Adaptive Services Program

ADAPTIVE SERVICES PROGRAM OVERVIEW

Maximising uptime becomes easier than ever with our Adaptive Services Program, an annual offering that gives you direct access to our 24/7 Service Portal. Here, you find a range of token-based services, from on-site or remote support and proactive audits to engineering expertise, training, and priority response. The Service Portal also consolidates site-specific assets so your whole team is on the same page. All to put us closer to you and ensure that your support is just a few clicks away.



Trusted Expertise



Exclusive 24/7
Service Portal



Access to Site-Specific
Assets Anytime,
Anywhere

ADAPTIVE SERVICES PROGRAM OFFERINGS - ELECTRIC HEAT TRACING & LEAK DETECTION

- On-Site Annual Audit with Warranty
- On-Site General Field Assistance
- Virtual Emergency Assistance
- On-Site or Virtual Training – General Maintenance, Operation & Troubleshooting
- Virtual Alarm Management & General Assistance

ADAPTIVE SERVICES PROGRAM TOKEN PACKAGES

	Package 1	Package 2	Package 3
Annual Token Order QTY LCS10001	100	200	300
EUR	2,200	4,400	6,600
SEK	25,000	50,000	75,000
NOK	25,000	50,000	75,000

Adaptive Services Program

ADAPTIVE SERVICES PROGRAM OFFERINGS

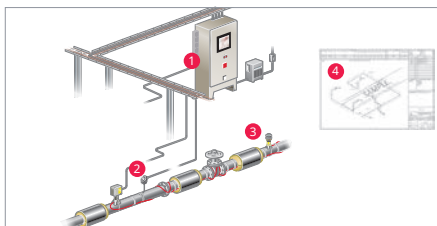
ASP CUSTOMER PORTAL



Cybersecure customer portal to manage, procure and access unique client heat management and leak detection system products, services, drawings and deliverables.

- Create & log cases / service support
- Access locations, drawings & deliverables tied to site assets
- Access to contractual offering & warranty terms

CIRCUIT AUDIT WITH WARRANTY



Analytics and performance evaluation of heat management and leak detection system offerings by manufacturer-trained technicians and supervisors.

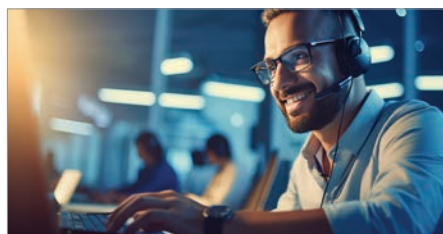
- Level 1 Audit – Panel
- Level 2 Audit – Circuit
- Level 3 Audit – Insulation
- Level 4 Audit – Engineering



- Product Warranty Included with EHT Circuit Audit

Product warranty for one (1) year on inspected items after implementation of the recommended repairs/corrections (within 3 months of completion of the full audit scope) as noted in the audit. Raychem will correct, replace, or repair at its sole discretion any defective component. Warranty is subject to the proper use and maintenance of the system in conformance with Raychem's recommendations. Raychem does not warrant any equipment, material, components or services of third-party offerings or systems.

VIRTUAL CASE MANAGEMENT



Coordination of remote support and/or troubleshooting by dedicated Raychem IIoT Cockpit engineers.

- Virtual General Assistance (4-Hour Window)
- Virtual Alarm Management (4-Hour Window)

ON-SITE MANAGEMENT



Dedicated Raychem field technicians are available to report to your site to assess or troubleshoot your heat management system and leak detection cables, components and controllers.

- General Field Assistance
- Building Management System Field Assistance
- Controller Repair & Upgrades
- TraceTek Cable System Maintenance & Mapping

PRIORITY RESOLUTION



Leverage an assigned Raychem professional to diagnose and develop a resolution on a priority basis through remote support access.

- Virtual Emergency Assistance (4-Hour Window)

ENGINEERING & TECHNICAL TRAINING



Leverage Raychem technical experts to deliver customised fit for purpose offerings unique to your individual site requirements.

- Training Virtual & On-Site - General Operator Maintenance

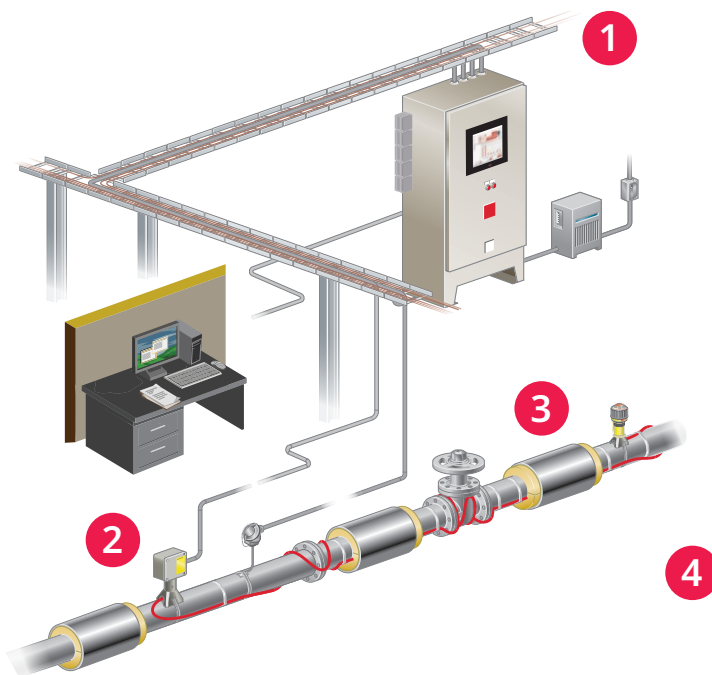
Contact your Raychem Sales representative for further details on offerings and pricing.

Audits

WHY AUDIT YOUR HEAT MANAGEMENT SYSTEM

The primary purpose of an HMS audit is to determine the overall condition of the system, including:

- Regulatory compliance and system safety
 - Risk mitigation
 - Long-term maintenance planning insights
 - System retrofit and upgrade requirements
 - Energy efficiency and system performance enhancements
- **Level 1** – Occurs at the power and control panel of the HMS and focuses on inspecting and testing the Electrical Heat Trace (EHT) and Leak Detection (LD) panels and branch circuits.
 - **Level 2** – Occurs at the power box of the EHT & LD systems and focuses on inspecting and testing the individual circuits.
 - **Level 3** – Includes an inspection of the insulation system, focused on the most critical system components.
 - **Level 4** – Focuses on validating the heat trace in the field against the design criteria and as-built situation.

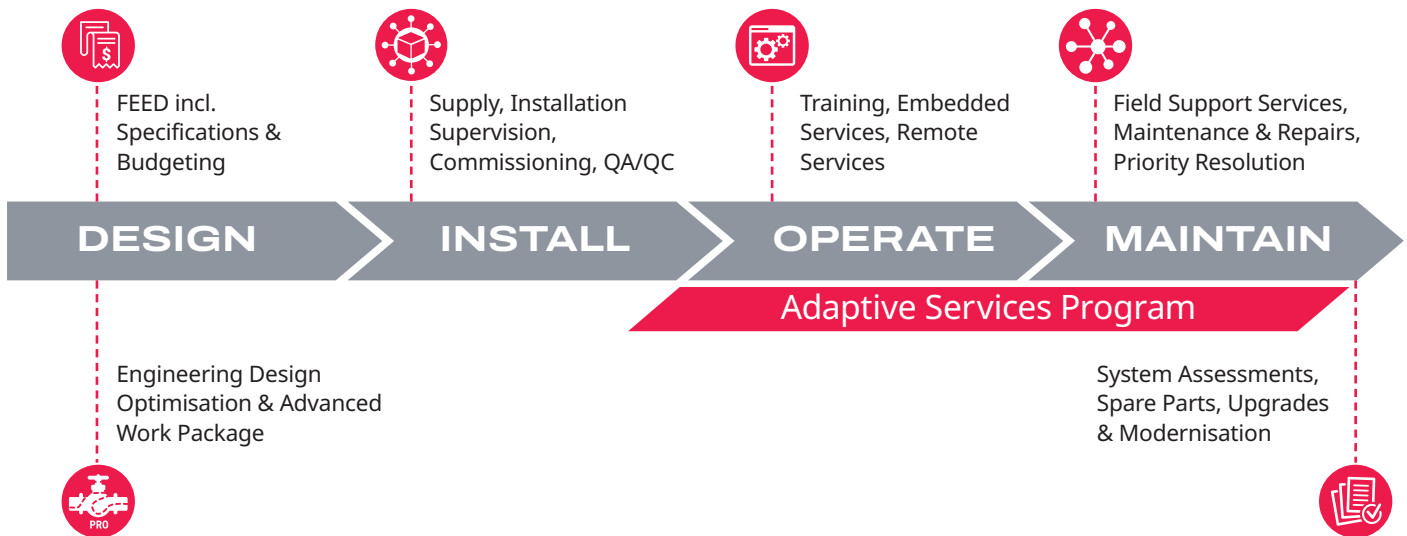


SYSTEM CABLE BILL OF MATERIALS				EHT TRACE DATA				INSULATION				COMPONENT BILL OF MATERIALS				TEMPERATURE SCHEDULE			
ITEM	QTY	UNIT	DESCRIPTION	ITEM	QTY	UNIT	DESCRIPTION	ITEM	QTY	UNIT	DESCRIPTION	ITEM	QTY	UNIT	DESCRIPTION	ITEM	QTY	UNIT	DESCRIPTION
1	1	EA	100' 12/2 EHT Cable	1	1	EA	100' 12/2 EHT Cable	1	1	EA	100' 12/2 EHT Cable	1	1	EA	100' 12/2 EHT Cable	1	1	EA	100' 12/2 EHT Cable
2	1	EA	100' 12/2 EHT Cable	2	1	EA	100' 12/2 EHT Cable	2	1	EA	100' 12/2 EHT Cable	2	1	EA	100' 12/2 EHT Cable	2	1	EA	100' 12/2 EHT Cable
3	1	EA	100' 12/2 EHT Cable	3	1	EA	100' 12/2 EHT Cable	3	1	EA	100' 12/2 EHT Cable	3	1	EA	100' 12/2 EHT Cable	3	1	EA	100' 12/2 EHT Cable
4	1	EA	100' 12/2 EHT Cable	4	1	EA	100' 12/2 EHT Cable	4	1	EA	100' 12/2 EHT Cable	4	1	EA	100' 12/2 EHT Cable	4	1	EA	100' 12/2 EHT Cable
5	1	EA	100' 12/2 EHT Cable	5	1	EA	100' 12/2 EHT Cable	5	1	EA	100' 12/2 EHT Cable	5	1	EA	100' 12/2 EHT Cable	5	1	EA	100' 12/2 EHT Cable
6	1	EA	100' 12/2 EHT Cable	6	1	EA	100' 12/2 EHT Cable	6	1	EA	100' 12/2 EHT Cable	6	1	EA	100' 12/2 EHT Cable	6	1	EA	100' 12/2 EHT Cable
7	1	EA	100' 12/2 EHT Cable	7	1	EA	100' 12/2 EHT Cable	7	1	EA	100' 12/2 EHT Cable	7	1	EA	100' 12/2 EHT Cable	7	1	EA	100' 12/2 EHT Cable
8	1	EA	100' 12/2 EHT Cable	8	1	EA	100' 12/2 EHT Cable	8	1	EA	100' 12/2 EHT Cable	8	1	EA	100' 12/2 EHT Cable	8	1	EA	100' 12/2 EHT Cable
9	1	EA	100' 12/2 EHT Cable	9	1	EA	100' 12/2 EHT Cable	9	1	EA	100' 12/2 EHT Cable	9	1	EA	100' 12/2 EHT Cable	9	1	EA	100' 12/2 EHT Cable
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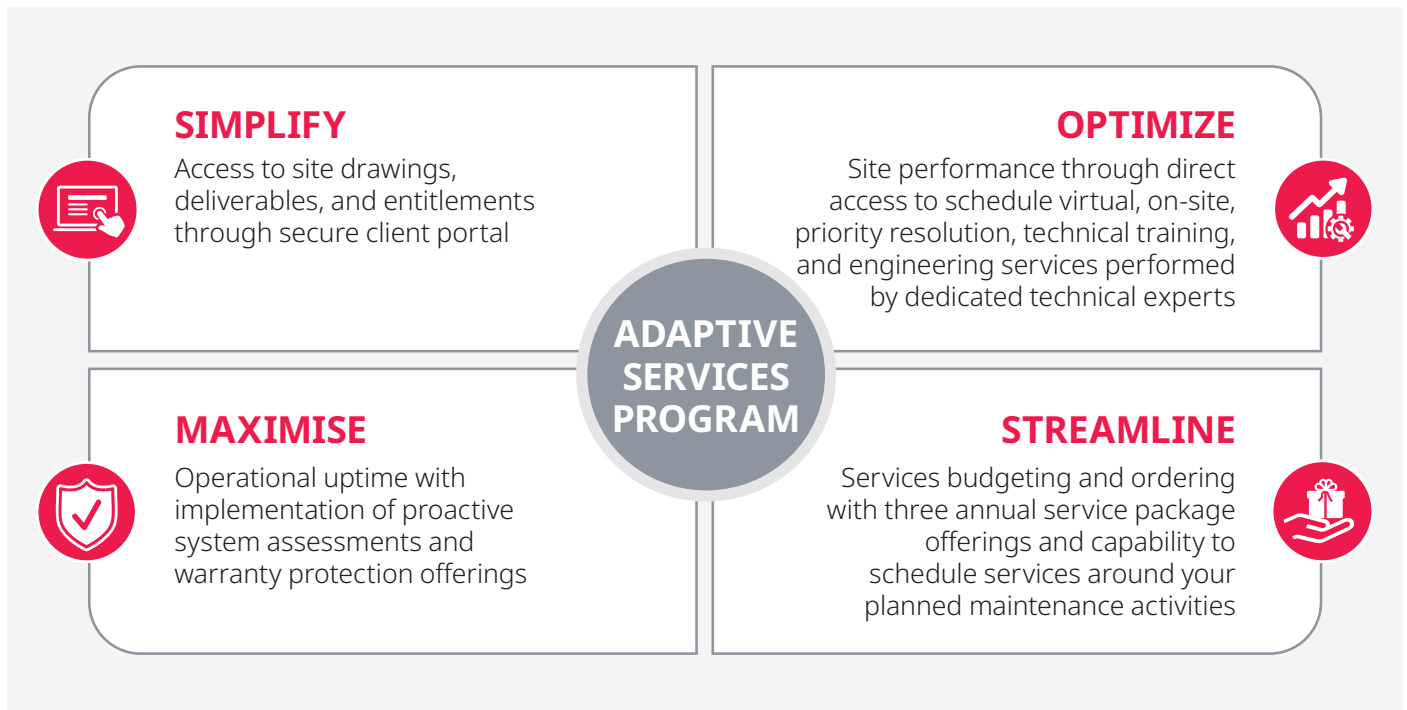
Life Cycle Services

Overview

LIFE CYCLE SERVICES ASSET MANAGEMENT OFFERINGS



LIFE CYCLE SERVICES CUSTOMER BENEFITS



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