

Monitor. Integrate. Alert. Peace of Mind.

Applications

Onsite technical support services are provided to existing customers who currently have RLE equipment installed at their site.

Onsite technical support is available for:

- SeaHawk leak detection systems
- WiNG wireless systems
- Falcon FMS systems

Onsite Tech Support Includes:

- A conference call to obtain a clear understanding of the site and customer requirements.
- Detailed and signed statement of work (SOW)
- Once on-site at your facility, RLE Certified Technicians will:
 - Evaluate the equipment, determine a course of action, communicate the recommended repairs
 - Get customer's permission and PO needed to move forward with repairs or troubleshooting
 - Make repairs and/or replace equipment as necessary
 - Verify the repaired system is working to factory specifications.



Knowledgeable Support, Thorough Resolution

RLE's Support Team Staff are experienced, resourceful technicians and skilled problem solvers. When you're troubleshooting issues in your facilities, you can rely on RLE to help you resolve issues and minimize downtime.

What Sets RLE's Onsite Technical Support Apart?

- **Years of experience with RLE products and systems** means our technicians know the ins and outs of our equipment, how to configure systems to work correctly in a wide variety of applications, and how to quickly and completely resolve troublesome issues.
- **Technical expertise** means you will have peace of mind that the equipment is functioning properly and is ready to be in service.
- **Exclusive access** to the engineers that design and build RLE products. Our support staff has direct access to RLE engineers, which allows them to leverage this valuable connection to solve your support issues quickly and efficiently.

Onsite Technical Support Services • Available for leak detection, WiNG, and FMS systems.

Product Codes

ONSITE SUPPORT	RLE Services; Onsite technical support
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Onsite Technical Support Parameters

Scope	Perform an onsite evaluation and determine root cause of failures. Recommend remedies to get customer up and running and eliminate additional downtime.
Purpose	<ul style="list-style-type: none"> Evaluate existing RLE equipment to determine a course of action to make repairs and/or replace parts as needed. Communicate the recommended repairs or fixes needed to customer. Get customer's permission and PO needed to move forward with repairs or troubleshooting. Eliminate additional downtime.
Schedule	To be determined based on RLE Technicians availability and available dates provided by the customer.
Requirements	<ul style="list-style-type: none"> Signed scope of work from customer or end user before travel is booked. PO issued for travel and expenses. Clear understanding of the site and customer requirements. Typically handled with a conference call but may require a site evaluation. If repairs are to be fixed onsite, a PO will be needed to cover necessary equipment. All equipment needs to be onsite. All RLE equipment must be installed/mounted prior to arrival. Power, communication, cabling, etc. must be operational. Customer must provide access to all areas of the site and a site escort if required by the facility.
Tasks	<ul style="list-style-type: none"> Conference call to review specific failures and issues. Plan site evaluation trip. Bring appropriate spares to customer site if the repairs require replacing parts. Post repair verification and commissioning will be performed to ensure the equipment is functioning per factory specifications.
Close	<ul style="list-style-type: none"> Customer sign off on completed support visit. Final walkthrough. Customer must sign off on installation and functionality of support solution.

