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# RadiMation® Maintenance Contract Quotation

| | |
|---|---|
| Company | Altoo Measurement Science Aps |
| Customer number | |
| Contact person | |
| Postal address | |
| ZIP code / City | |
| Country | |
| Telephone number | |
| E-mail | |
| CoC number | - |
| VAT-number | |
| Date of issue | |
| Project | |
| Remarks | |

## Quotation reference: 2400273

Dear

Regarding your request I am pleased to present you our proposal concerning the extension of the maintenance contract for RadiMation EMC test software.

This contract comprehends maintenance (support & upgrade) service for your RadiMation software configuration. The costs for this service are based on a tariff of 12,5% of the actual software price.

I am convinced to have provided you with a proper quotation and look forward to your reaction.

Best regards,
Raditeq B.V.

Edwin vom Hofe
Sales Manager

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## Why Raditeq service/support agreement?

| | |
|---|---|
| Regular new versions | ⇨ Always Up to Date |
| Bug Fixes | ⇨ Continuity |
| Support | ⇨ Direct Help |
| New device drivers | ⇨ Support for new EMC equipment |

## Support and upgrade service

Since RadiMation® EMC test software is a very extensive and versatile software package, a support and upgrade agreement is highly desirable. Therefore, a 2-year term of support and upgrade service is included in the purchase price of the software package.

This agreement describes the scope of support and upgrade services that will be provided, with the start date of the agreement based on the date of delivery. Before the end of this initial 2-year period and every year thereafter, the support and upgrade contract must be renewed. The annual costs for renewing this contract are 12.5% of the current software price at the time of renewal.

Without a valid maintenance agreement, Raditeq will not provide any support free of charge and new software versions and new device drivers of RadiMation cannot be used. In such an occasion, the customer can remain using the latest software version obtained when his agreement was still valid.

## Issue reporting procedure

The goal of the Issue reporting procedure is to accomplish quick and effective support service. In general, a new problem (issue) can only be solved if our RadiMation support team will be able to reproduce the problem. The issue report procedure is intended to easily provide all relevant information to Raditeq to investigate and reproduce the issue as efficient as possible.

Support conditions only apply to the latest released software version and its predecessor. When an older version of RadiMation is used, please upgrade to the latest version before raising a support question.

RadiMation incorporates a sophisticated, automatic logging tool, called 'RadiLog', which is running in background and captures all communication. In case a problem occurs, all relevant information is transferred to the RadiMation support team after pressing the 'Report Error' button in RadiMation and fill-in the required fields. Upon receipt of this RadiLog file, the RadiMation support team will provide a unique ticket number (#xxxx). This ticket number should be used during all further communication in relation to this specific issue. Please do not use the previous ticket number for new issues.

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## Support definitions

RadiMation support issues can be divided in the nine (9) following categories:

1. Incorrect Measurement:
   RadiMation software produces incorrect measurement results.

2. Issue with Data Loss:
   RadiMation software contains a problem that resulted in a situation that data is lost.

3. Crash or incorrect functionality - No Data Loss:
   RadiMation is aborted during normal operation without any apparent reason. After a restart, test data is not lost, and testing can be continued. Or RadiMation is performing the test in an incorrect manner.

4. Mandatory New Functionality:
   Functionality that is currently not implemented, but that is required to provide support for a new EMC test standard or a new measurement method.

5. Unexpected functionality:
   All other cases of malfunction of RadiMation, where the software functionality is responding differently than expected.

6. Cosmetic:
   RadiMation software functions normal but the lay-out of the tables, graphs or screens are not represented in a correct way, or in the way the customer expected.

7. Questions:
   Customer has a question about the operation of the RadiMation® software.
   Remark: Questions regarding standards and measurement methods are not

   intended to be covered under this agreement.

8. Wish:
   RadiMation software is missing specific functionality which the customer would like to see implemented in the future. In this category, the customer requests RadiMation® to function in a different way or requests additional functionality. In some cases, this could lead to a situation which is unworkable for the customer. This case encompasses situations where certain functionality or part(s) of a test are not supported (yet).

9. Required device driver:

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A device driver of a measurement instrument must be created.

Among other things, the prioritization of the support issues is based on the category of the issue. Category 1, 2 and 9 have priority over the other categories

## Upgrade service

The agreement entitles Raditeq B.V. to receive regular updates of the RadiMation software. Releases are subdivided in major and minor releases indicated by a release number in the format of year.major.minor (example: 20xx.a.b) where '20xx' represents the year of the release, 'a' represents the major release version and 'b' the minor release version.

## Major release

A major release comprises new functionality and all fixes of issues of the previous minor release. As such the major release is a base line release. As a rule, major releases are push releases e.g. are automatically send to all customers with a valid maintenance agreement.

## Minor release

A minor release comprises a remedy to a specific issue. As a rule, minor releases are pull releases e.g. will only be made available to customers with a valid a maintenance agreement that needs or requests this release to solve a reported issue.

## Wishes

Customer requests for specific functionality not available in RadiMation yet, are registered with a unique ticket number into our database, marked as a 'wish'. As part of the standard support service, wishes will be evaluated and considered for possible implementation into new versions of RadiMation software, but without any guarantee and/or time schedule.

If a specific wish has high priority for the customer, Raditeq can make a quotation with time schedule for the software development related to the implementation of this specific wish. In this case, the implementation is not covered under the standard support of this agreement.

As our typical rule, only part of the development costs will be charged for wishes that have a general interest. In any case, all wishes that are implemented into RadiMation will be made available for all customers in the next major release.

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# Device drivers

RadiMation EMC test software supports many different brands of EMC test & measurement equipment. The device drivers are supplied free of charge under the following conditions:

1. The equipment must be commercially available[(1)], standard EMC equipment.

2. The equipment must still be supported by the original manufacturer (not obsolete).

3. The instrument itself must be able to perform the required measurement / test. For this purpose, all necessary options must be installed in the instrument.

4. The equipment must comply to generally accepted ways to control the instrument.
   a. control the instrument, using a standard hardware interface like USB, LAN or GPIB.

5. The equipment must have an acceptable level of accuracy. In general, full compliant EMC test equipment fulfils this requirement.

6. 
   The equipment must be included in the "white-list" of supported suppliers (please refer to the appendix for a list of all currently white listed manufacturers).

7. New device drivers, required for EUT monitoring purposes, are limited to 1 (one) monitoring device driver per RadiMation® immunity test module.

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[(1)] With commercially available standard EMC equipment, we mean equipment that is produced in series, and which are not one-of instruments (specials).

## Availability of equipment

For developing and testing the proper functionality of the device driver, it is required that the instrument is send to Raditeq for a minimum period of five working days. The costs for shipment back and forth are charged to the customer on real costs.

Alternatively, the device driver can be developed based on the documentation (manual) of the instrument. This manual should be supplied by the customer. In this case, testing of the device driver needs to be performed on-site at the customers location. All costs for the on-site hours will be covered by Raditeq. Costs for traveling and lodging will be charged to the customer based on real costs.

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## Device driver issues after embedded software updates or hardware updates

Raditeq will write a device driver for each new instrument model once. When newer versions of an instrument are found not to be backwards compatible, Raditeq will charge for driver modifications, either to be paid by the manufacturer or the end-user.

*Explanation:*
*In some situations, problems arise with existing drivers that suddenly stop functioning. Very often, these problems arise after a new firmware version has been installed on the instrument, for example after calibration at the original manufacturer. In other cases, hardware modifications can cause the same issues.*

Device driver issues caused by hardware or software upgrades of the manufacturer are not covered under the standard service of this maintenance agreement. In these cases, the manufacturer should make sure the instrument remains backwards compatible. Please contact your supplier to fix this issue. In case the supplier is unwilling or unable to solve the issue, Raditeq can supply a quotation to solve the issue with a modified device driver.

## Exceptions for free devices driver development

For the specific cases below, device drivers are not covered by this agreement:
- EMC instruments that are being used in combination which each other to perform a function which is normally performed by a single instrument.
- EMC instruments that are being used in combination with non-native (other brand) control interfaces/converters.
- Instruments that do not meet a reasonable quality level.
- Equipment from manufacturers which are not willing to cooperate with Raditeq to develop RadiMation device drivers for their equipment.
- Instruments that are controlled by communicating through DLL files

## Drivers for non-supported instruments

For all situations where the device drivers are not covered by the support agreement, (like obsolete EMC instruments, non-EMC test instrumentation or other EUT monitoring devices like video monitoring), a device driver can be developed on request. In this case a dedicated quote will be made for the development of the device driver.

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## Support/upgrade agreement deliverables

The Raditeq maintenance agreement covers:
- ✓ Periodical delivery of new software releases;
  - ➢ Major release; including new functionality (estimated 2 times per year).
  - ➢ Minor release; for example, for bug solving (at any required occasion).
- ✓ Fixes or workarounds for category 1, 2, 3, 7 and 9 issues with highest urgency;
- ✓ Remote support by telephone, e-mail and/or remote access (if allowed by customer);
- ✓ Device drivers for EMC test equipment with restrictions as defined in this agreement (in case new equipment is used);
- ✓ Additional services through the RadiWiki website and RadiMation® forum;
- ✓ The opportunity for customer to have desired functionality taken into consideration with the development of new future releases of the RadiMation software (wish list).

### 1.1 Cost overview

The first year of support and upgrade service starts at the delivery date of the software and is included in the price. The second and each subsequent year an amount equal to 12,5% of the purchase price is charged per year.

In the specific case of Altoo Measurement Science Aps the following configuration is delivered:

☑ 1x RMP3100A      RadiMation Pro USB license

The costs for the support and upgrade agreement are € ….. per year, excluding VAT.
The service period of this agreement is from ………. Until ……….

## Optional visit: on-site installation

During an on-site installation, we will perform the following actions:
- Install and test the latest version of the RadiMation® software.
- Discuss actual status of the software.
- Train new or current users.
- Discuss encountered questions or difficulties.
- Provide explanation on certain functionalities (if needed).

The costs for this visit amount to € 1.200.00 per day and is excluding travel hours (euro 100,00 per hour), costs for flights and lodging. Flights and lodging will be charged on real costs.

## Terms and Conditions

- A RadiMation® maintenance agreement is mandatory.
- The duration of this agreement shall be at least two years starting at the entry date as mentioned in the paragraph 'cost overview'.
- This agreement is automatically continued for the period of one year if not terminated in writing by either party.
- This agreement remains in operation until written termination. Either party can terminate the agreement after two years, considering a period of three (3) months before the end of the agreement.
- Alterations or additions to this agreement shall only be valid if they have been agreed upon in writing.
- This quotation is valid for: 30 days.
- Quotations are only sent by e-mail. A paper version is sent only on request.
- All prices in this quotation are in Euro's excluding VAT, delivery Free Carrier (FCA).
- The client is responsible for the transport (delivery and pick up) of the product and all related costs.
- Terms of Payment: on account 30 days after receipt of the invoice, in accordance with the reference period as defined in the European Directive 2011/7/EU.
- To all quotations of Raditeq B.V. the general conditions of delivery of the branch organization FHI apply.
- To confirm this quotation please use the confirmation (last) page of this proposal.

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## APPENDIX: RADIMATION WHITE LIST

The white list below provides an overview of those manufacturers (brands) that have been verified and approved for proper operation / control by RadiMation EMC test software.

This white list is dedicated for PC controllable instrumentation for which 'active' device drivers are available. Device drivers for passive devices (like antennae, CDN's injection probes etc.) are supported by default (independent of the manufacturer).

If a manufacturer is not listed, please ask the manufacturer to contact Raditeq. In case of no response please contact your nearest RadiMation sales contact to determine further actions.

| Manufacturer | |
|---|---|
| Agilent Technologies | Maturo |
| Amplifier Research | Narda / PMM |
| Anapico | Ophir |
| Bonn Elektronik | Prana |
| Boonton | Rigol |
| CPI | Rohde & Schwarz |
| DARE | Schlöder |
| Deisel | Teseo |
| EMTest | Teseq |
| ETS Lindgren | Vectawave |
| Frankonia | Raditeq |
| Gauss Instruments | |
| Haefely | |
| IFI | |
| IFR (Marconi) | |
| Inn-co | |
| Keysight Technologies | |

Note:
For a complete and up to date overview of all white listed manufacturers and available instrument device drivers, please consult our RadiWiki site: https://wiki.radimation.com/wiki/index.php/Category:Equipment_Manufacturer

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## 2 Conditions for white-listed manufacturers:

- The manufacturer will supply all required information to enable Raditeq to develop the device driver.
- The manufacturer must be willing to support Raditeq in case of interfacing problems (a contact person of the manufacturer is required).
- The equipment (same model number) must be backwards compatible when new firmware releases are installed.
- On request of Raditeq, the manufacturer will provide the specific instrument for a period of 1 week, to enable developing and testing of the device driver in combination with the instrument.

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# 3   Confirmation RadiMation® Maintenance contract

| | |
|---|---|
| Company | |
| Customer number | |
| Contact person | |
| Postal address | |
| ZIP code / City | |
| Country | |
| Telephone number | |
| E-mail | |
| CoC number | - |
| VAT-number | |
| Date of issue | |
| Project | |
| Remarks | |

Quotation reference :     222400273
Your reference      :

Service period      :        ... - ...
Configuration       :        -

| Item | Description | Qty | Item price | Price |
|---|---|---|---|---|
| RMS2001A | RadiMation support/upgrade contract | 1,00 | 0,000 | €0,00 |

Total Price:   €0,00

Hereby I sign the confirmation, ordering the above offered services. I also hereby declare that all mentioned information including address of invoice is correct and that I have read and approved the general terms and conditions of Raditeq B.V.

Signature:

Name & Function:

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