

# ScandiRemote™

— access to our expertise and our help wherever you are!

ScandiRemote™ allows us to offer our service and support services without the need to travel or meet. We can also carry out FAT/SAT and installation remotely, which means that you as a customer do not risk your project being delayed due to travel restrictions or other causes that prevent us from physically meeting.

## Our services in ScandiRemote

\* The option to implement these services depends on the application and country, and is determined in dialogue with the customer concerned. The customer is also required to have an English-speaking contact.

All services assume that the customer can establish a secure network connection with an adequate connection speed.

## ScandiRemote Test & Installation

- FAT (Factory Acceptance Test)
- Installation\*
- SAT (Site Acceptance Test)/Commissioning\*

## ScandiRemote Education

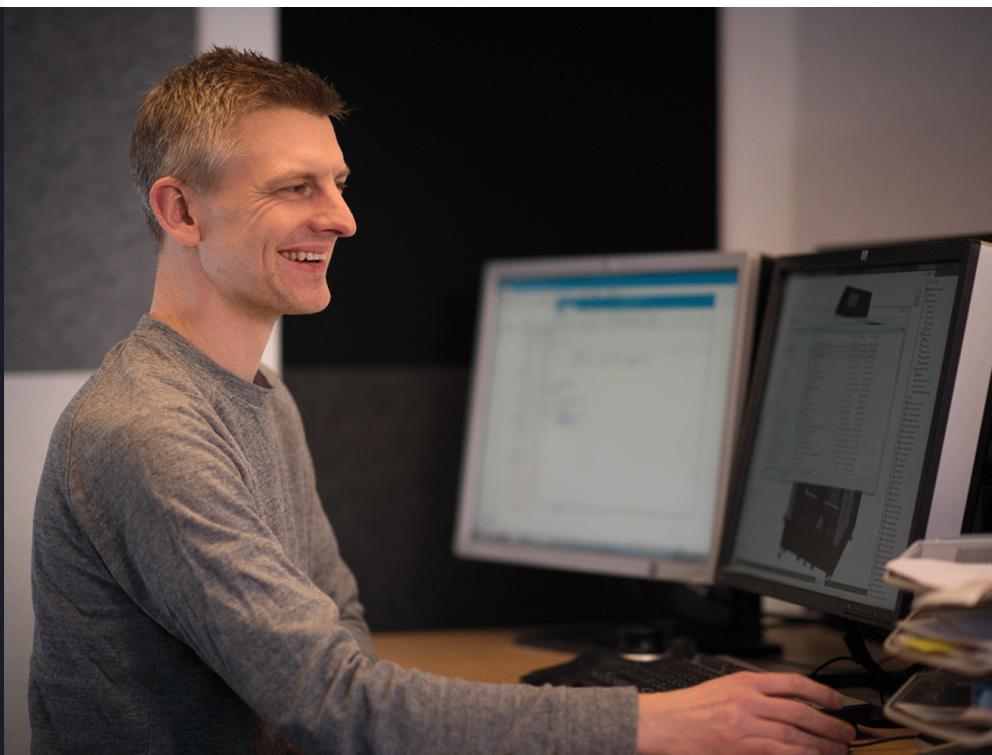
## ScandiRemote Support

- Troubleshooting and Diagnostics
- Preventive Maintenance
- Ordering of spare parts

## How does it work?

We connect via video link, and by using various tools such as TeamViewer, TeamViewer Pilot, a tablet and a GoPro camera/headset, you can access our experienced service technicians wherever you are.

You as a customer are required to have an internet connection to the modulator, access to the relevant software (Teams, TeamViewer Pilot) and a mobile or tablet. See below for the respective area.



## ScandiRemote FAT

ScandiRemote™ FAT (Factory Acceptance Test) gives you the opportunity to take part remotely when performing factory tests. As a customer, you have several options when it comes to taking part in factory tests.

The basic offering always includes a test protocol that guarantees the product's functionality and that it meets the specification. If desired, you then have the option to take part on site or remotely, at an additional cost, using ScandiRemote™ FAT, where you can see our GUI, oscilloscope and the FAT protocol filled in by the test engineer.

## ScandiRemote Installation/SAT

Installation includes setting up the machine on site, connecting electricity and the cooling system and installing the appropriate components, such as the klystron/magnetron, solenoid and associated RF components, i.e. to make the machine ready for operational testing in the customer's environment.

The SAT (Site Acceptance Test) aims to verify the machine specification. The SAT follows the same procedure as FAT and is based on the same protocol, with the difference that it takes place on the customer's site, so the machine is tested in the customer's environment and under their conditions.

ScandiRemote™ Installation and ScandiRemote™ SAT give you as a customer the opportunity to carry out the installation and SAT without ScandiNova being present on site. Some steps can be performed by the customer on their own. This is set out in the customer agreement and will also govern the issue of liability.

## ScandiRemote Education

In this service, we go through ScandiNova's basic technology, the various subsystems/units, design, functionality and security issues of the modulator. We also go through installation, operation, maintenance, troubleshooting and servicing. It is common for the customer to choose to combine training with installation/SAT.

## ScandiRemote Support

ScandiRemote™ Support gives you rapid help wherever you are or where the machine is installed. You contact our support function (link) via email or telephone (in the event of urgent problems). By using TeamViewer, a ScandiNova service or software engineer can access the modulator's control system if it is connected to the internet.

The next step depends on the type of failure identified. The problem can either be solved remotely via instructions or by software adjustments. Other outcomes may involve the on-site replacement of a spare part or the machine being sent back to ScandiNova for repair or replacement. The terms and conditions of these different outcomes are governed by a warranty or purchase agreement.

## ScandiRemote is included in all Service Agreements

For those customers who sign one of our Service Agreements (Nova, NovaPremium or NovaPlus), ScandiRemote Support is included 24/7.

During the warranty period, all customers have access to ScandiRemote Support (office hours) at no extra cost. In addition, the services are offered at a fixed price based on product type.

If you want to find out more about ScandiRemote, please contact us at [support@scandinovasystems.com](mailto:support@scandinovasystems.com) or +46 18 480 59 00

