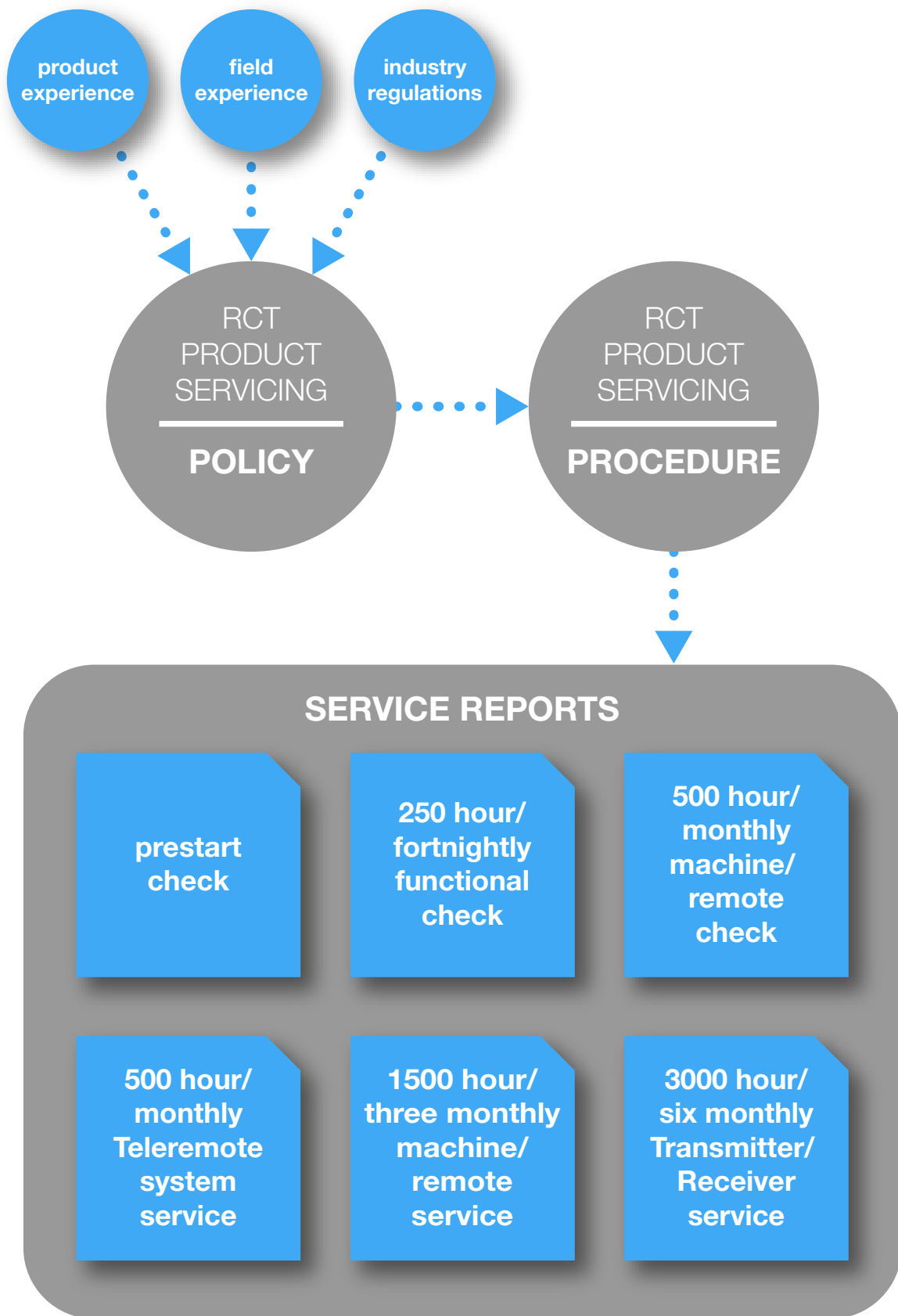




REDUCE MACHINE DOWNTIME AND REPAIR COSTS



SERVICING



Increasing safety and productivity are the focus for most mining operations. These are the drivers behind the successful development of RCT's Guidance Solution. The Solution is a semi-autonomous control system for teleremote control operations utilising minimal infrastructure allowing for fast relocation between work areas.

ON SITE REMOTE MACHINE SERVICING

Equipment downtime due to malfunction or failure can be costly.

RCT offers ControlMaster® on site Remote, Teleremote and Automation control machine systems auditing and servicing.

Our ControlMaster® Service Programs provide operational checks and preventative maintenance servicing to reduce the risk of equipment malfunction during vital production periods.

Regular preventative maintenance is essential to keep your ControlMaster® Solutions operating in a safe and reliable manner. RCT has a dedicated team of qualified customer service personnel, trained to provide maintenance services for your Remote Control Solutions fitted to your machines. The RCT service teams are continuously trained and advised of product updates and developments. Remote services should only be carried out by RCT - the OEM.

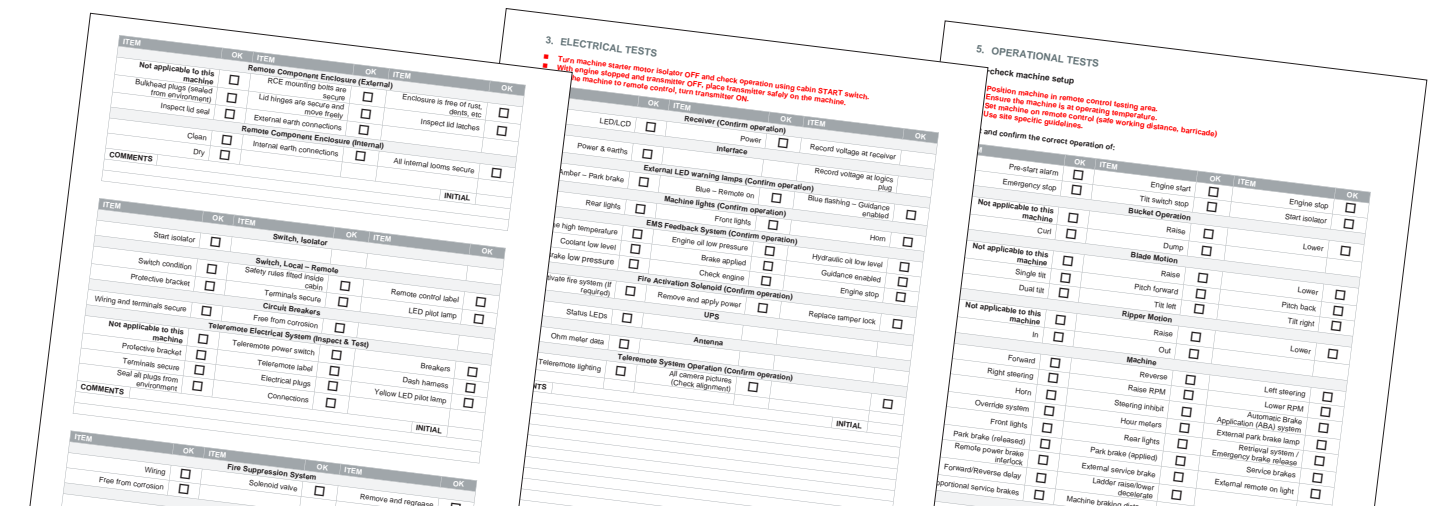
As the OEM, RCT delivers a structured service program of operational checks and preventative maintenance. The recommended service schedule shown below outlines the frequency of services and the preferred service provider. RCT recommends that remote machine services are performed every 3 months or 1500 machine hours and only serviced by RCT. Following the recommended servicing will ensure

compliance with section 3.6 of AS/NZS 4240.2:2009. Your operational and maintenance personnel must be fully aware of, and complete, all other requirements set out in AS/NZS 4240.2:2009 for full compliance (refer to your relevant State Mining Act & Regulations for any other necessary compliance).

RCT schedule a team to perform regular maintenance service of your remote control machines and equipment at scheduled intervals to ensure the equipment remains in safe operating condition, adhering to RCT OEM recommendations and AS/NZS 4240.2:2009 Standards for remote control of mining equipment.

An important part of the RCT ControlMaster® Service Program is to provide comprehensive service documentation to allow you to keep detailed records of servicing and to provide traceability for maintenance planning and repair diagnostics. RCT recognises this as a crucial tool in the event that proof of servicing and maintenance is required.

Examples of Machine Service Reports



OPERATION	FREQUENCY	PERFORMED BY	RCT PROVIDE
Machine Remote Prestart	Prior to operating the machine on remote control	Client Operator (1)	Check Sheet Template
Remote Function Test	Every 2 weeks or 250 machine hours	Client Maintenance Technician (1)	Check Sheet Template
Remote Machine/Teleremote Service	Every month or 500 machine hours	Client Maintenance Technician (1&2)	Service Report Template
Teleremote Control Station Service	Every month or 500 machine hours	Client Maintenance Technician (1,2 & 3)	Service Report Template
OEM Remote Machine/Teleremote Service	Every 3 months or 1500 machine hours	Authorised and Trained RCT Service Technician	Combined Service Report
OEM Transmitter/Receiver Service	Every 6 months or 3000 machine hours	Authorised and Trained RCT Service Technician	Combined Service Report

REMOTE CONTROL COMPONENTS

Malfunctioning equipment could jeopardise the safety of your machine

As with the machine servicing, RCT recommends the regular servicing of ControlMaster® transmitters and receivers.

Our ControlMaster® Service Program for transmitters and receivers is designed to provide operational checks and preventative maintenance servicing to reduce the risk of equipment malfunction during vital production periods and to ensure units are operating in a safe and reliable manner.

RCT has a dedicated team of qualified customer service personnel trained to service and repair transmitter and receiver units. RCT's customer service personnel receive up to date training to ensure changes in new technology is fully understood. Services and repairs can only be effectively carried out by RCT - the OEM.

RCT recommends that the transmitters and receivers should be serviced every 3000 hours or six monthly. This service is performed at RCT service centres. Remote hire sets are available to ensure the machine can still be operated and to minimise machine downtime.

BENEFITS

- Complies with remote operation Standard AS/NZS 4240.2:2009.
- Complies with OEM recommended service schedules.
- Preventative maintenance will reduce machine downtime and repair costs.
- Assists site maintenance teams to gain product knowledge through regular visits and contact with RCT customer service technicians.
- Assists in ensuring your remote systems operate in a safe and reliable manner.
- Ensures all machine remote control components are in good working order will help reduce incorrect fault diagnosis of remote transmitter and receiver units.
- Documentation on completion of service supplied to client for site records.

Examples of Transmitter and Receiver Service



REMOTE OEM WORKSHOP SERVICING

HIRE UNITS

RCT has a large range of product support hardware available for hire. Ideal for short-term projects and for covering service/repair periods of existing products. All remote hardware is available from Telecabins, through to remote sets, cameras, Teletransmitters and Guidance controllers.

SERVICE EXCHANGE

RCT has service exchange readily available. Customers can send all hardware (from interfaces to fire controllers) to the nearest branch where they will be inspected and reported upon. If the servicing value exceeds 75 percent of the new product, the customer can opt to purchase a service exchange unit at a competitive price; with a warranty in place.

RCT can provide express servicing when required to accommodate time constraints.



AFTER SALES SUPPORT PACKAGES

PRE PURCHASED YEARLY

The pre-purchased package is designed around 2 x on-site visits per year. Each visit is scoped at 14 days for 1 system, and extra 3 days per additional machine or additional operator station.

- Technician on-site service;
 - System service & optimisation
 - Telecabins & work area service
 - Component repair
 - Parts consolidation and report
 - Refresher training
 - Maintenance training

- Technician on site (per day)
select number of days required for on-site

- Software maintenance and upgrades

- Servicing parts required for one year (free-of-charge)

- On-site system availability & performance reporting

- Guidance diagnostics and performance reporting data annuity

- User group mailing list

- Extended 12 month warranty

*The purchased days of technician can also be used whenever the customer require.

ON-DEMAND

On-Demand system service and support includes machine system testing, servicing and repairs, machine system upgrades, operator station service, testing, repairs and upgrades.

- Technician on-site service;
 - System service & optimisation
 - Telecabins & work area service
 - Component repair
 - Parts consolidation and report
 - Refresher training
 - Maintenance training

- Technician on site (per day)
select number of days required for on-site

- Software maintenance and upgrades

- Servicing parts required for each visit

- On-site system guidance hourmeter reporting

- Guidance diagnostics download with status and fault reporting

- User group mailing list







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