

AERIAL HARNESS TRAINING SYSTEM -- FAQ Ongoing Maintenance

This document addresses system maintenance questions (both physical and digital) of the Aerial Harness Training System.

Ongoing support (physical)

RECON believes in taking a proactive approach to system support, therefore we work hard to provide timely reports in order to minimize downtime and the required effort to get the system back up and running. We also provide continual phone/email support for any customer on the service plan.

With that said, there is a small percentage of time when on-site physical maintenance of the hardware is needed. For times like these, RECON has an installation/maintenance guide and is available during business hours to help anyone through the process of returning the system back to normal. Below is what the company has typically seen from a physical maintenance standpoint.

- Less than 5% warranty related maintenance requirements (replacing sensors, ProxBoxes and/or horns)
- Less than 5% from tampering or non-warranty issues

In essence, what we've seen is that for every 100 trucks, a customer will need to service 10 or less trucks per year for something related to the hardware. This number is typically higher year one, decreasing requirements after year one (tamper can be high year one).

Ongoing support (digital)

Digital maintenance is handled remotely and generally consists of firmware and software updates. The updates are made as needed, and typically are performed during off-hour maintenance windows to minimize service disruption.

