

Customer Support and Services...

Innovative, Industry Leading Customer Care



R A D I A N
— Research



At Radian, we are more than a research, development and manufacturing company. We are committed to providing the ultimate Customer experience. Our staff has years of experience that fully prepares us to offer assistance in a variety of industry-related fields.

Radian has always offered legendary Customer support that is known to be second to none. The offerings in this booklet are intended to take Radian's Customer care commitment to a level never before seen in our industry. As you look through the offerings, be assured that we want to be your partner in success!

(A) Utility Management Training

- **Continuous Improvement**

(A1) Metering Lean Workshop

Metering Lean Workshop is a three day on-site event. Participants will utilize Lean principles, methods and tools to optimize their metering process. This workshop is aimed at metering supervisors, process owners, meter technicians and administrators. Class size is limited to no more than eight attendees. Workshop facilitators have over ten years experience in Lean principles having led numerous Kaizen events throughout the industry. On Workshop completion, participants will gain Yellow belt status.

Course Outline

- Understanding Change and Team Building
- Method Driven vs Results Driven
- Identifying Waste
- 6S – Sort, Set in Order, Shine, Standardize, Sustain & Safety
- Process walk through and Value Stream Mapping (VSM)

109913 Workshop Call for Price (Workshops limited to North America)

(A2) Measurement Principles Training

Accuracy and traceability are important to your organization's integrity and profit. Measurement Principles Training is a one-day event that will literally change your perspective on measurement as related to revenue. Radian has years of experience in making sure your meters are within the required accuracy specification thus assuring you are accurately billing for the power consumed. Measurement is our specialty, and we have the professionals who can explain every aspect of measurement. This training is invaluable to help utility personnel fully understand the traceability and principles behind Electrical Power and Energy Measurement.

Course Outline

- Importance of maintaining adequate test accuracy ratios
- NIST function and purpose
- Traceability, the unbroken chain
- Repeatability, why it is essential to measurement
- Standards, accuracy class

109951 Training Call for Price (Workshops limited to North America)

(A3) Public Utility Commissions and Public Service Commissions Workshop

The Public Utility Commission exercises regulatory authority over Utilities in areas of rate/based/economic regulation, competitive market oversight and monitoring of safety, reliability and service issues. This one-day workshop is aimed at the regulators, (specifically technical auditors, who have oversight of Utility revenue meter testing processes) to ensure consumer confidence and satisfaction.

Course Outline

- Measurement Traceability and Documentation control
- Metering Standards and Guidelines
- Accuracy and interpreting Equipment specifications
- Why Test Accuracy Ratios are important to the integrity of measurement.
- Calibration periodic intervals

109919 Workshop Call for Price

(A4) Certification and Accreditation Training

Laboratories are increasingly discovering the importance of accreditation as it applies to domestic and world markets. Radian offers to educate those in an electricity utility testing and calibration laboratory. These training sessions allow participants to gain knowledge on the requirements of ISO/IEC-17025:2005. Participants can utilize this education to develop their 17025:2005 accreditation programs and to make improvements on existing programs.

- What is ISO/IEC 17025:2005, preparing for 17025
- Assessment techniques and good practices
- Benefit from practical assessment exercises
- Gain an understanding of assessing uncertainty and traceability
- Get practical experience of planning, running and reporting on lab assessments

109951 Call for Price (Prices will vary and are based on an agreed test plan)

(B) Testing and Calibration

(B1) Meter Type Testing

Radian can provide detailed analysis of revenue billing meters. Note, that this service is not geared toward high-volume meter testing, but is instead focused on the type of testing and analysis generally done for evaluation of a particular meter type or design. Sensitivity analysis can be performed on any number of measurement variables, including voltage, current, phase angle, fundamental frequency, temperature, and harmonic content. Pre-set testing schemes are available, or you can specify a customized testing package. This service is a very cost-effective way to thoroughly evaluate the measurement performance of many newly introduced revenue meters in the market today.

109914 Call for Price (Prices will vary and are based on an agreed test plan)

(B2) Meter or Reference Standard Harmonic Waveform Evaluation Service

Are you losing revenue through harmonics in your meter's measurement? Miscalculated energy measurements in the presence of harmonics can result in the loss of thousands of dollars across your meter installed base. Radian's calibration laboratory can source arbitrary voltage and current waveforms with harmonic components from the 2nd to the 23rd harmonic. Radian offers the ability to test devices both at pure sinusoidal waveforms along with providing test data on actual distorted voltage and current waveforms.

109915 Call for Price (Prices will vary and are based on an agreed test plan)

(B3) Temperature cycling Revenue Meters or Reference Standard evaluation service

This service is aimed at customers who need to qualify electricity meters or reference standards to operate within their specifications across a broad range of operating or storage temperatures. This service utilizes Radian's consultation, environmental temperature chambers, and measurement services to establish a conformance test plan.

109916 Call for price (Prices will vary and are based on an agreed test plan)

- **Equipment (Assets) Testing**

(B4) Customer-site Test Equipment Calibration Service

Our Customer-site calibration services are fully customizable to meet your company's specific equipment requirements. Radian offers the benefits of a NIST traceable accuracy calibration to those Customers looking to have this service performed on their premises as opposed to sending equipment to an external calibration laboratory. Our Customer-site calibrations come with a complete NIST traceable certificate of calibration at test points across its entire operating range. This service is ideally suited to those Customers having test equipment with reference standards that are either integrated or not easily removed or are looking for the convenience of calibration on-site to minimize system downtime.

109912 Call for Price (Prices will vary and are based on an agreed test plan)

- **Calibration and Repair Service**

(B5) Calibration Service (Radian Manufactured Equipment)

Radian's Service Lab offers calibration services for Radian manufactured equipment. Calibrations are performed across the

entire operating range of the measurement standard. Custom test options allow you to select exactly the points you want calibrated. All calibrations are traceable to NIST.

RMA Required (Call for price or visit www.radianresearch.com)

(B6) Calibration Service (Non Radian Equipment)

Radian's Service Lab offers calibration (verify only) services for AC energy reference standards. These calibration services do not encompass any repairs. Calibrations are performed at specific test points only or across the entire operating range of the measurement standard. Custom test options allow you to select exactly the points you want calibrated. All calibrations are traceable to NIST.

RMA Required (Call for price or visit www.radianresearch.com)

(B7) Repair & Upgrade Service

If you find that any of your RADIAN, WECO or UTEC equipment is not functioning properly, Radian offers a comprehensive repair service. We can repair or refurbish your equipment to restore optimum operating specifications. You can rest assured our certified repair personnel are fully qualified to bring your equipment to the best possible condition. There is no better alternative for services than going directly to the manufacturer.

**RMA Required for Repair
Call for Upgrade**

(B8) Calibration Of Other AC Measurement Instruments

Radian can test and certify other non-Radian alternating current or voltage measurement instruments. These instruments are calibrated using a state-of-the-art AC metrology system.

AC Voltmeters - 60 VAC to 600 VAC (lower AC voltages available at slightly lower accuracy)

AC Ammeters – 0.01 to 600 amps

AC Wattmeters - At any combination of above voltage and current points

Phase Angle Meters - Any phase angle from 0 to 360 degrees, or -180 to +180 degrees

109917 Call for Price

(B9) Routine Calibration Scheduler

Recalibration Services scheduler can assist in the timely calibration of your power and energy measurement equipment. We will proactively provide an RMA to you on a scheduled basis. This RMA generation is designed as a convenience for you to send your equipment to Radian for its routine calibration. This service can be set up at our web site.

109918 Call or visit

www.radianresearch.com/support.php

(C) Training

The best way to get the most out of your Radian standard and test system is to have your lab and field technicians receive training from Radian. Training can be tailored to your specific needs. Subjects can focus on every aspect of Reference Standard ownership, including product theory, testing applications, routine maintenance and calibration. Training is best facilitated at a Radian facility. Group discounts are available but group sizes are limited to ensure personal attention to all participants. On-site training at customer location is also available upon request. Radian provides qualified instructors and course materials.

Training is available in the following formats:

- Webex
- Tutorials
- Application Notes
- Factory Visits
- WEMEET
- Electric Energy Metrology Workshop

109951 Call for Price

(D) Equipment Rental

Radian offers a variety of rental equipment to help meet your short term testing and calibration needs. Available equipment includes laboratory standards. All rental equipment comes with Operation Manuals, NIST traceable certification data and carrying cases. Technical support and guidance can be provided by our friendly and knowledgeable product support personnel. Flexible rental terms can accommodate any schedule. Rent for one day, one week, or one month. Whatever your needs are Radian equipment rental has your solution.

109953 Call for Price

(E) Extended Warranties

Radian offers an array of extended service and support contracts. These contracts are designed to give customers flexibility to choose the level of coverage desired.

109940 Call for Price

(F) Care Plans

With the registration of any Radian product, you automatically become a member in our Blue Care Plan. The plan covers the new Radian product under a limited two-year warranty and provides access to on-site training and our periodic training seminars. At any time, you may upgrade your membership to either our Silver, Gold, or Platinum Plans. These plans provide additional coverage and protection, discounts on training, comprehensive recalibration and recertification packages.

Blue

Two Year Warranty Coverage

Silver

Three Year Warranty Coverage

Three Years Recalibration and Recertification

Gold

Four Year Warranty Coverage

Four Years Recalibration and Recertification

On-site Product Training

25% Discounted Additional Product Training

Platinum

Five Year Warranty Coverage

Five Years Recalibration and Recertification

On-site Product Training

“First on Bench” Priority Status for Recalibration and Repair

25% Discounted Additional Product Training

Blue Care No charge with product purchase

Silver Care existing product 109966, new product 109963

Call for Price

Gold Care existing product 109967, new product 109964 Call for Price

Platinum Care existing product 109968, new product 109965 Call for Price

(G) Customer Forum

Radian offers a customer forum through our web site. Customers and Radian experts can exchange ideas. The forum is open for concerns, questions, compliments, equipment and software experience along with tutorials.

To access visit: radianresearch.discussion.community

(H) Asset Management

(H1) Cloud Based Solutions

Utility operations are becoming increasingly complex. Radian offers a secure web portal to store and retrieve your equipment asset information, set automatic notifications as well as maintain service and calibration records. Furthermore, equipment needing routine maintenance or calibration can be established within the on-line database. The system will track and notify you and or a Radian scheduler who will then assist you with your equipment shipment logistics. Let us do the work!

109920 Call for Price

Contact Information:

Customer Support Manager

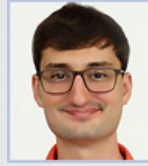


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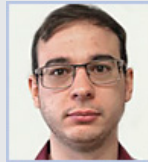
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