

GPS Repeating Solutions and Support



Bringing GPS inside your facility

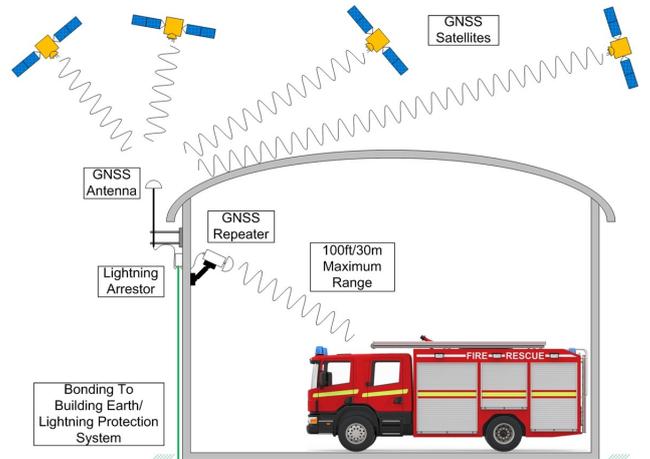
Data from services such as GPS as well as the other Global Navigation Satellite Systems (GNSS) are a critical part of operations in many organisations. That is why more and more organisations are investing in GPS repeating inside operational buildings. These include fire appliances, civilian and military planes, testing GPS on production lines as well as other applications that rely on mobile data and associated location services.

Chronos is behind many of these implementations and our technology offers the performance that our customers need. Because we understand the critical nature of this location data we support our GPS repeating customers with a comprehensive service package. This is available to all our GPS Repeating customers where Chronos has supplied all the equipment and completed the end to end installation. Our service package includes four elements:

1. Warranty and repairs
2. Out of warranty and repairs
3. Annual Health Check
4. Rapid back up Unit or Spare system

1. Warranty and Repairs

All parts of the system will be tested on handover to the customer and are warranted to operate within specification for a period of 12 months from handover. Units that fail within this period will be either replaced or repaired as appropriate. Chronos operates a help desk manned by experienced



DATASHEET

GPS Repeating Solutions and Support



engineers many also install the technology. The help desk is the customer's first point of contact. From here our engineers can assist with diagnostics and decide on the best course of action. This could identify which module needs to be returned or even if a visit from a Chronos engineer is required. If we need to be on site we will arrive with all the tools needed to access all elements of the infrastructure and we don't leave site until its back and working and all parts tested.

Chronos help desk to be available 09.00 – 17.00 UK time M-F excluding public holidays

2. Out of Warranty Repairs

Customers who have equipment out of warranty can still access the Service Package. In that instance a call goes to the help desk and the same process is followed. As the equipment will be out of warranty there is a quotation stage for either repair or replacement depending on the most economic approach.

3. Annual Health Check Portion:

The Annual Health Check (AHC) is designed to offer peace of mind and security on a vital element of site infrastructure. The initial equipment and associated implementation (if completed by Chronos engineers) will be of premium quality but over time the system can be impacted by wider site and technical elements. These can include:

- Cabling fraying due to adjacent cables or building works
- Additional GPS antennas installed close by causing interference
- Physical reorganisation of the vehicles or aircraft that impact the GPS signal leading to reduced performance
- Additional vehicles or aircraft so the system requires growth or reconfiguration

To cover these areas the AHC offers:

- An annual visit to site by an experienced Chronos engineer
- Physical inspection of all elements of the system including ladder or Mobile Elevated Work Platform (aka cherry picker)
- Electrical testing of the system
GPS signal testing including coverage, power levels and ongoing Ofcom compliance

The visit is project managed with our customers with an understanding of operational pressures on live sites. The visit would be arranged to be completed between 10 and 14 months of handover and then annually on the same basis. A report will be presented to the customer following the visit that details status and any recommendations.

Work identified in the visit will be described in sufficient detail for the customer to make a reasoned judgement and technical and commercial decisions. Work identified can be quoted for as a result of the visit and work scheduled in as appropriate following an order from the customer.

4. Rapid Response Back up Unit

Chronos retains complete temporary systems that match the performance of the installed systems. The temporary systems use high tripods as the base for the GPS antenna (outside) and repeaters and splitters (inside the building). Chronos can ship this system to site with instructions and cables. Implementation is completed by our customers and this gives very rapid operational cover. During the next short period a more details review of failures can be completed with remedial work put in place before the back-up system is returned to Chronos.

DATASHEET