

CAT-1™ System Support Program (SSP)

CAT-1™ systems have proven themselves reliable with over 2000 system-years of field operation – No other transmission line monitoring system even comes close! With such high reliability, customers often find it difficult to justify stocking spare components, but remain concerned about what to do should a system require service. In addition, with so little need for ongoing maintenance, it is hard to expect technicians to remember how to operate, test, and troubleshoot these special systems after installation.

Once you have a fully operational real-time transmission line rating system, we want to be sure that it continues to perform accurately and reliably for many years to come. The Valley Group (TVG) is pleased to offer our CAT-1™ System Support Program (SSP) to provide ongoing service and support with the following benefits:

- **Unconditional Load Cell Guarantee**
 - If a load cell fails for any reason (other than negligence or physical abuse), TVG will ship a replacement free of charge*;
- **Unconditional CAT-1™ and CATMaster™ System Electronics Guarantee**
 - If a CAT-1™ main board, radio, cellular phone, solar panel, NRS, or any CATMaster™** component fails for any reason (other than negligence or physical abuse), TVG will ship a pre-configured replacement free of charge*;
- **Calibration Verification**
 - Twice per year, TVG will analyze system data (collected by the customer's EMS) to verify that the CAT-1™ system is performing properly, and that nothing has changed on the line being monitored (broken guy wires, structure damage, undocumented storm repairs, etc);
- **Unlimited Telephone Support**
 - A factory technician or engineer will handle your call with priority service during normal business hours (9-5 M-F EST);
- **“No Charge” On-site Support (excluding travel expenses)**
 - If, after receipt of replacement parts, your attempts to resolve a problem or affect a repair should fail, a factory-trained field engineer will be dispatched for one day to the site. You pay only travel expenses, billed at cost, from Ridgefield, CT.
- **“Consigned Spare” Option with Next Business Day Service**
 - SSP customers may purchase “consigned spares” at a discount, and receive a discount on their SSP contract for doing so. Consigned spare equipment will be held in stock at TVG for Next Business Day shipment whenever the need arises. The spare stock will be replenished with new or reconditioned equipment (at TVG's option), ready again for immediate shipment.

TVG will maintain a file of your specific system configuration details so that any replacement component will be shipped ready for direct replacement.

Replacement components will ship from stock whenever available via 2nd day air within 48 hours after notice of a field failure. In the unlikely event that a component is out of stock, replacement components will be expedited from our suppliers and provided as a priority to SSP customers (typically four to six weeks worst case).

The Consigned Spares option is available to customers with multiple CAT-1™ systems covered by an SSP contract. Here is how it works: Customer may purchase spare components at a discount off the current list price, as well as receive a discount off their SSP contracts for all future years.

* Upon installation of the replacement item, the failed item must be returned for analysis. TVG pays for insured 2nd day air freight to the site, customer assumes shipping and insurance for the return. Customer will be invoiced for the then-current list price of component if damaged component is not returned within 90 days of receipt of replacement.

** CATMaster™ base station and IntelliCAT™ processors only. Excludes D20 protocol converters.