

## **Field Service Policies - 2022**

Service personnel will comply with all safety regulations and safety rules.  
Safety equipment is to be provided by the Buyer, with the exception of footwear.

Service personnel require complete, unfettered and uninterrupted access to equipment being serviced for the entire projected duration of a service call. Limitations to service personnel activities due to customer restrictions or lack of electrical power will cause delay and may result in the inability of repairs to be completed, tested and/or verified.

Due to the nature and design of the degaussing system(s) and given in some instances the age and/or condition they are in, in the normal course of performing a repair there is inherent risk of damaging to a part or parts. While we take great care to avoid these types of risks, those risks are born by the customer.

Service personnel will require the continual use of ship's power throughout any system repair/upgrade. TSCE must be, and remain, operational throughout service period.

In the event that existing ADG system hardware cannot support required upgrades to the ADG computing environment, hardware changes may be necessary. Any hardware changes will be priced and billed separately.

If service personnel activity/movement is restricted while on any field service call, resulting in failure to locate and correct existing system faults or failures which would have been covered under warranty, warranty coverage will still be offered but the Customer will be responsible for duplicative and/or additional Travel and associated Expenses.

Service personnel require ship's access for our laptop computers and all testing equipment in order to perform service.

All Field Service Cost Estimates are provided on a Firm, Fixed-Price basis. Time and Materials or LOE pricing may be available upon request.

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