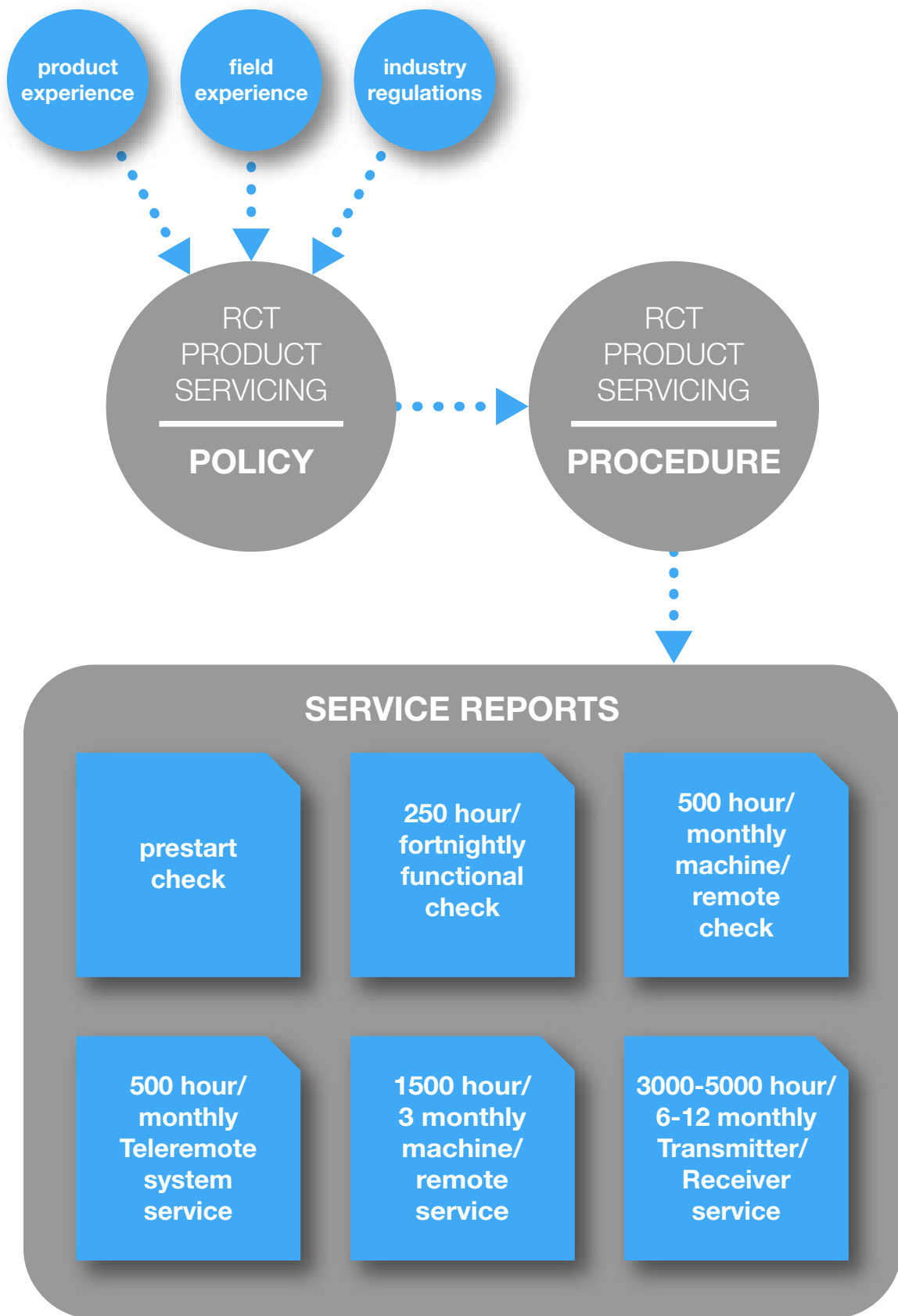




REDUCE MACHINE DOWNTIME AND REPAIR COSTS



SERVICING



“EQUIPMENT DOWNTIME DUE TO MALFUNCTION OR FAILURE CAN BE COSTLY.”

ON-SITE REMOTE MACHINE SERVICING

RCT offers ControlMaster® on-site Remote, Teleremote and Automation control machine systems auditing and servicing.

RCT's ControlMaster® OEM Support packages provide operational checks and preventative maintenance servicing to reduce the risk of equipment malfunction during vital production periods.

Regular preventative maintenance is essential to keep your ControlMaster® solutions operating in a safe and reliable manner. RCT has a dedicated team of qualified customer service personnel, trained to provide maintenance services for Remote Control and Automation Solutions fitted to machines. OEM support should only be carried out by RCT - the OEM.

As the OEM, RCT delivers a structured service program of operational checks and preventative maintenance. The recommended service schedule shown below outlines the frequency of services and the preferred service provider. RCT recommends that remote machine services are performed every three months or at 1500 machine hours and only serviced by RCT. Following the recommended servicing will ensure compliance with section 3.6 of AS/NZS 4240.2:2009.

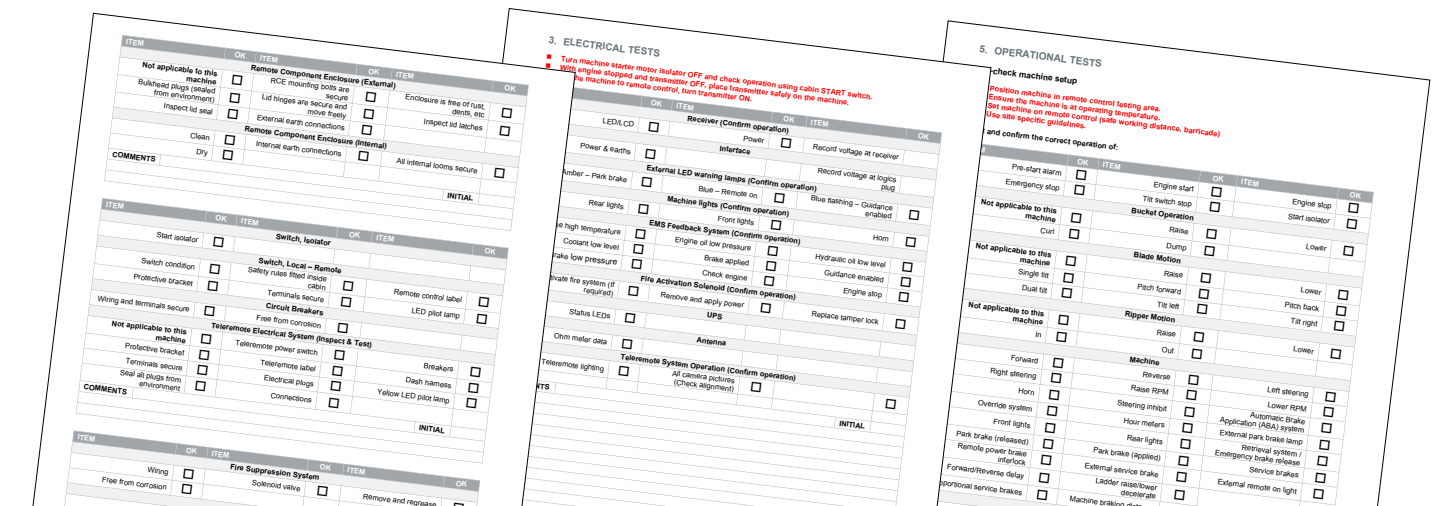
All operational and maintenance personnel must be fully aware of, and complete, all other requirements set out in AS/NZS 4240.2:2009 for full compliance (refer to your relevant State Mining Act & Regulations for any other necessary compliance).

RCT schedule a team to perform regular maintenance service of Remote Control and Automated machines and equipment at scheduled intervals to ensure equipment remains in safe operating condition, adhering to RCT OEM recommendations and AS/NZS 4240.2:2009 Standards for remote control of mining equipment.

An important part of the RCT ControlMaster® OEM Support, is to provide comprehensive service documentation to allow you to keep detailed records of servicing and to provide traceability for maintenance planning and repair diagnostics. RCT recognises this as a crucial tool in the event that proof of servicing and maintenance is required.

RCT offers a range of OEM Support packages that are customised to suit all operational requirements.

Examples of Machine Service Reports



OPERATION	FREQUENCY	PERFORMED BY	RCT PROVIDE
Machine Remote Prestart	Prior to operating the machine on remote control	Client Operator (1)	Check Sheet Template
Remote Function Test	Every 2 weeks or 250 machine hours	Client Maintenance Technician (1)	Check Sheet Template
Remote Machine/Teleremote Service	Every month or 500 machine hours	Client Maintenance Technician (1&2)	Service Report Template
Teleremote Control Station Service	Every month or 500 machine hours	Client Maintenance Technician (1,2 & 3)	Service Report Template
OEM Remote Machine/Teleremote Service	Every 3 months or 1500 machine hours	Authorised and Trained RCT Service Technician	Combined Service Report
OEM Transmitter/Receiver Service	Every 6-12 months or 3000-5000 machine hours	Authorised and Trained RCT Service Technician	Combined Service Report

REMOTE CONTROL COMPONENTS

Malfunctioning equipment could jeopardise the safety of your machine

As with the machine servicing, RCT recommends the regular servicing of ControlMaster® transmitters and receivers.

Our ControlMaster® Service Program for transmitters and receivers is designed to provide operational checks and preventative maintenance servicing to reduce the risk of equipment malfunction during vital production periods and to ensure units are operating in a safe and reliable manner.

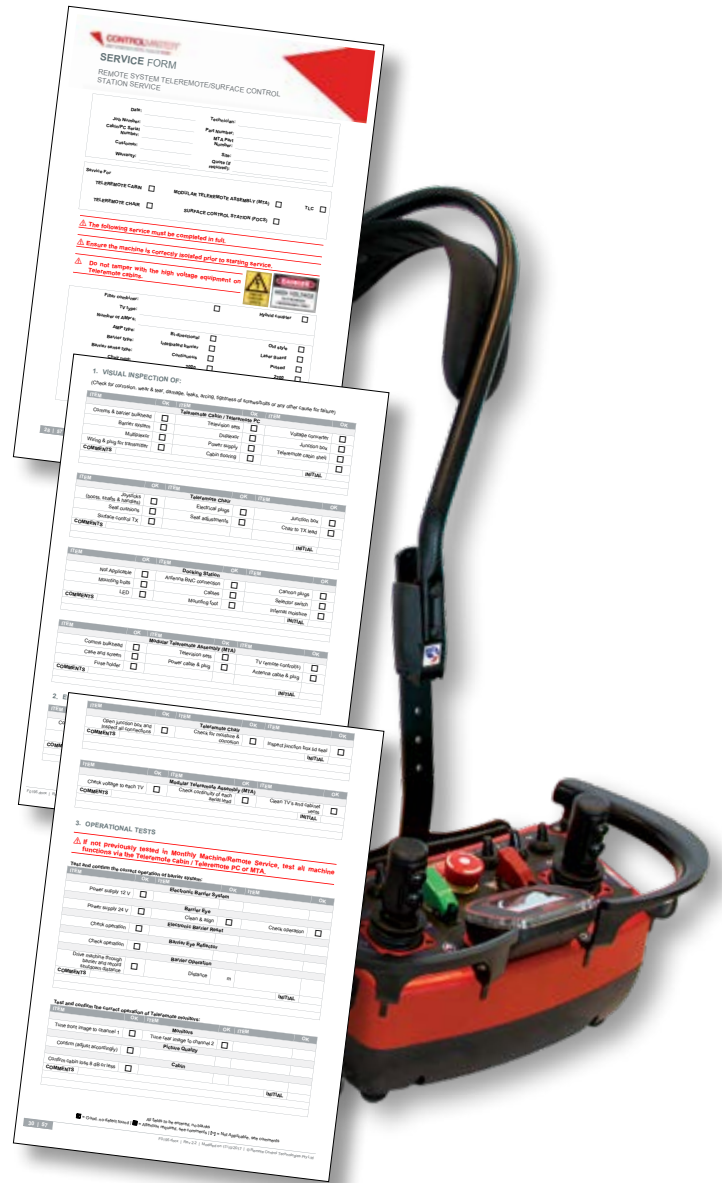
RCT has a dedicated team of qualified customer service personnel trained to service and repair transmitter and receiver units. RCT's customer service personnel receive up to date training to ensure changes in new technology is fully understood. Services and repairs can only be effectively carried out by RCT - the OEM.

RCT recommends that the transmitters and receivers should be serviced every 3000-5000 hours or six to twelve monthly. This service is performed at RCT service centres. Remote hire sets are available to ensure the machine can still be operated and to minimise machine downtime.

BENEFITS

- Complies with remote operation Standard AS/NZS 4240.2:2009.
- Complies with OEM recommended service schedules.
- Preventative maintenance will reduce machine downtime and repair costs.
- Assists site maintenance teams to gain product knowledge through regular visits and contact with RCT customer service technicians.
- Assists in ensuring your remote systems operate in a safe and reliable manner.
- Ensures all machine remote control components are in good working order will help reduce incorrect fault diagnosis of remote transmitter and receiver units.
- Documentation on completion of service supplied to client for site records.

Examples of Transmitter and Receiver Service



REMOTE OEM WORKSHOP SERVICING

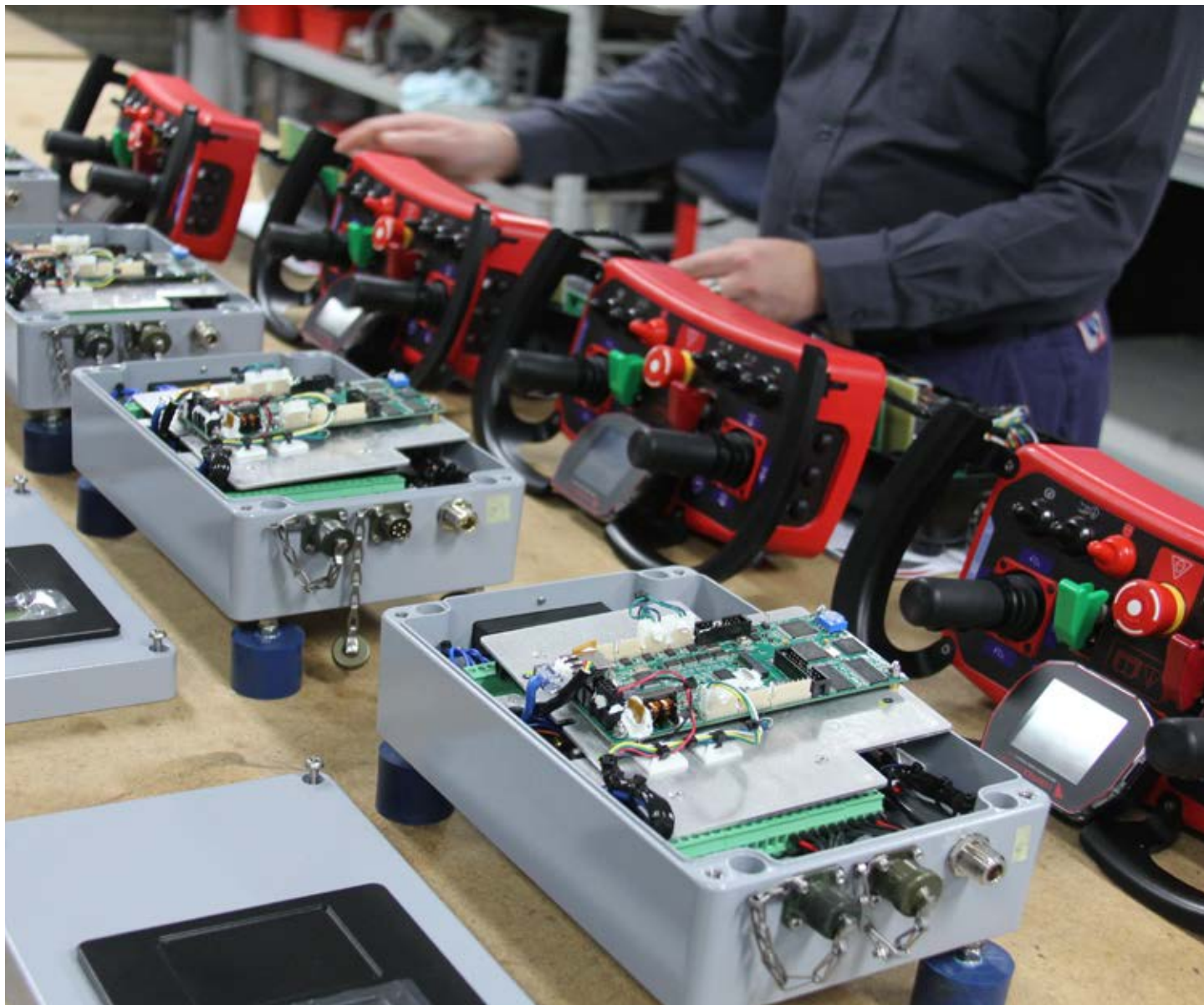
HIRE UNITS

RCT has a large range of product support hardware available for hire. Ideal for short-term projects and for covering service/repair periods of existing products. All remote hardware is available from ATX/ARX, through to remote sets, Teletransmitters and Guidance controllers.

SERVICE EXCHANGE

When available, RCT has service exchange units. Customers can send ControlMaster® hardware to the nearest branch where they will be inspected and reported upon. If the servicing value exceeds 75 percent of the new product, the customer can opt to purchase a service exchange unit, if available, at a competitive price; with a warranty in place.

RCT can provide express servicing when required to accommodate time constraints.



AFTER SALES SUPPORT PACKAGES

AUTOMATION OEM SUPPORT PACKAGE (ANNUAL AGREEMENT)

The Annual Automation OEM Support package is designed to give peace of mind that, for 12 months there is support in place to ensure the machine automation solution is maintained to the highest level which ensures the best machine up-time. The support can be customised to suit each customer's individual business requirement, by structuring various number of site visits. Each visit is planned to carry out detailed machine and equipment servicing and checks to maintain and update to the latest version. Visits can be scheduled through the 12 months evenly, or can be modified to suit each customer's on-site requirements. Packages can also be modified as new automated machines are added to the fleet.

The package includes:

- Technician on-site servicing;
 - System optimisation
 - Help desk
 - Automation station and work area service
 - Remote equipment spares audit/test
 - Refresher maintenance and operator training
 - Automation software maintenance and updates
 - Machine service spare parts
 - Automated machine and equipment reporting
- Technician on site (per day);
select number of days required
- Software maintenance and upgrades
- Servicing parts required for one year
- On-site system fault reporting
- Guidance diagnostics and fault reporting data annuity (optional)
- User group mailing list
- RCT branch technical assistance

AUTOMATION OEM SUPPORT PACKAGE (REGULAR ON-SITE SERVICE SCHEDULE)

The Automation OEM Support package is also available as a regular On-site Service Schedule. This allows the customer to work closely with each RCT Branch to schedule their required maintenance and upgrades for their equipment. The support can be modified to suit each customer's individual business requirement, by scheduling site visits around other machine servicing. Each visit is planned to carry out detailed machine and equipment servicing and checks to maintain and update to the latest version. Visits can be scheduled as the site and machines require or to match other existing upgrades or work on-site. Schedules can also be modified as new automated machines are added to the fleet.

The package includes:

- Technician on-site servicing;
 - System optimisation
 - Help desk
 - Automation station and work area service
 - Remote equipment spares audit / test
 - Refresher maintenance and operator training
 - Automation software maintenance and updates
 - Machine service spare parts
 - Automated machine and equipment reporting
- Technician on-site (per day);
select number of days required
- Software maintenance and upgrades
- Servicing parts required for one year
- On-site system fault reporting
- Guidance diagnostics and fault reporting data annuity (optional)
- User group mailing list
- RCT branch technical assistance

The scheduled servicing package can be customised to suit all levels of Automation on-site.







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