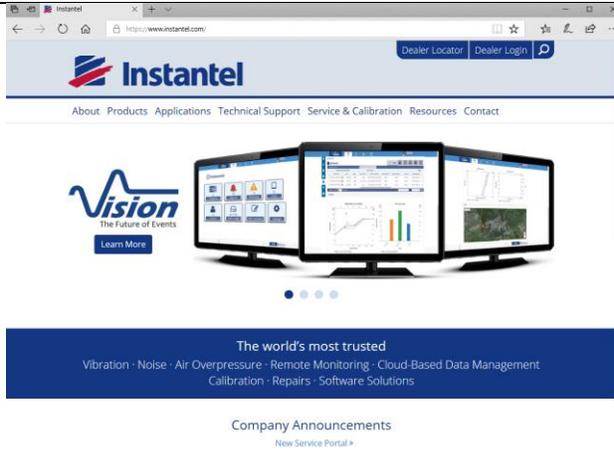
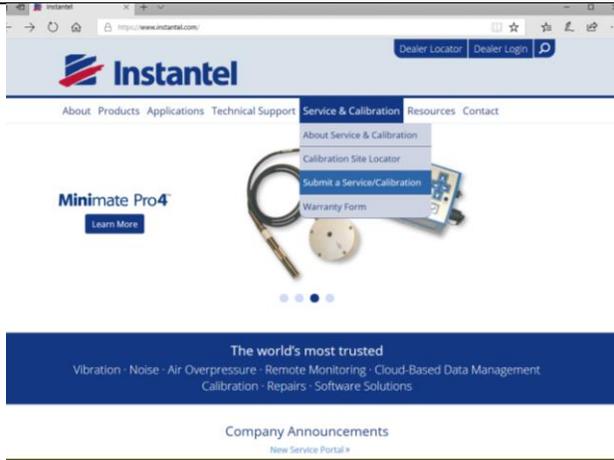
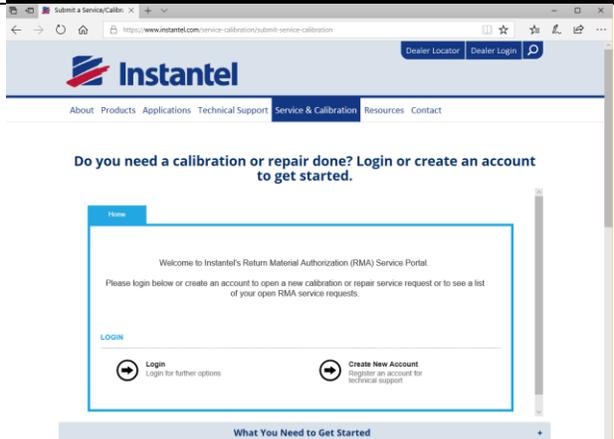
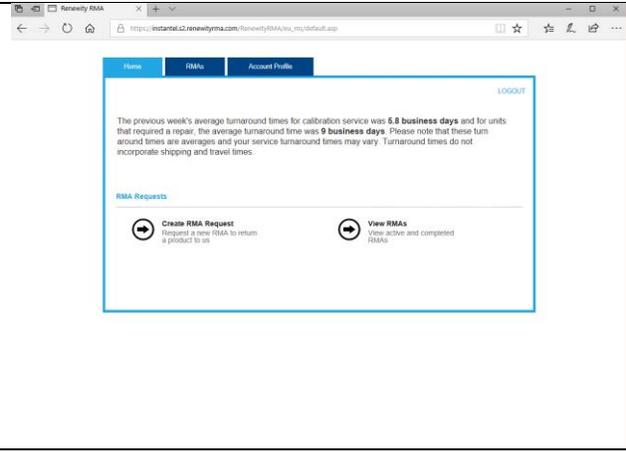
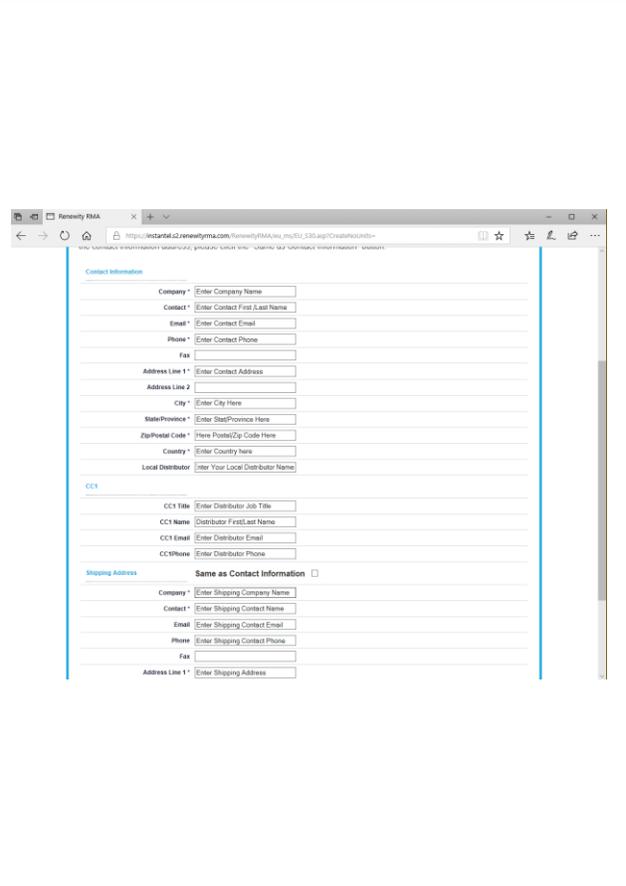
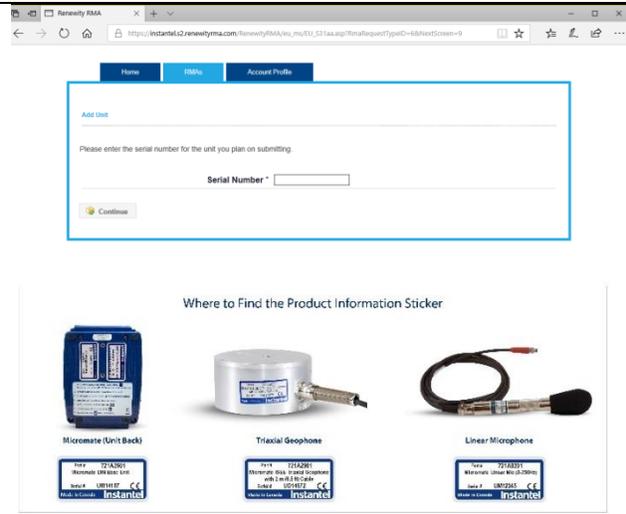
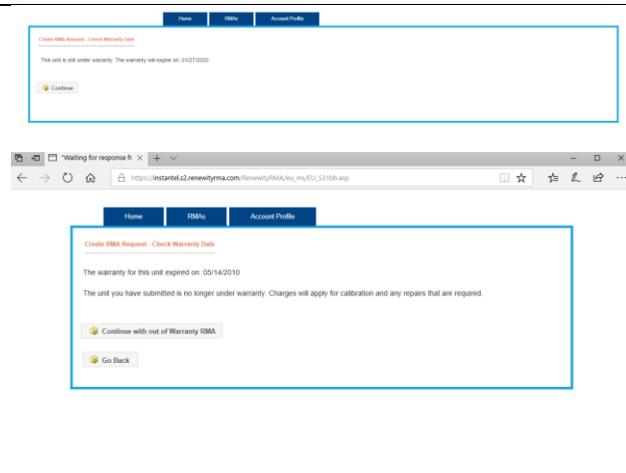
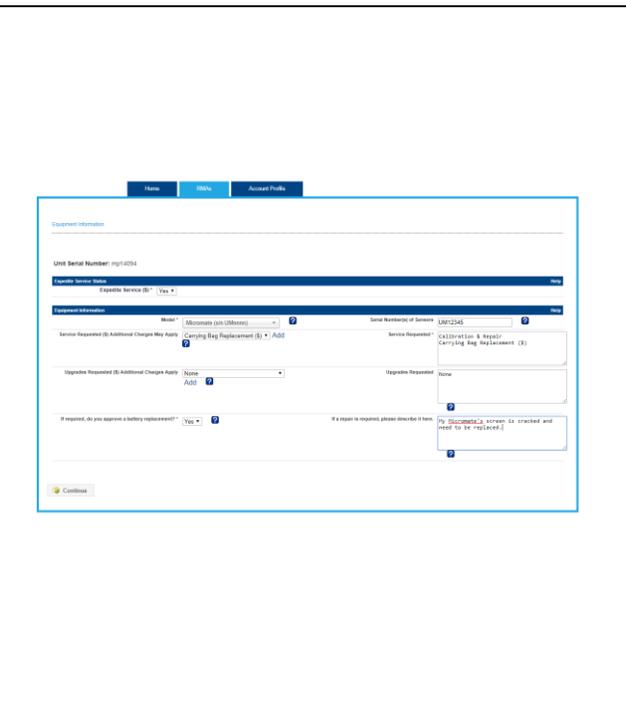


<p>Step 1:</p>	<p>Go to InstanTEL's Website: www.instanTEL.com</p>	 <p>The screenshot shows the InstanTEL homepage. At the top, there is a navigation bar with the InstanTEL logo and links for Dealer Locator and Dealer Login. Below the navigation bar, there are links for About, Products, Applications, Technical Support, Service &amp; Calibration, Resources, and Contact. The main content area features a 'Vision' banner with the tagline 'The Future of Events' and a 'Learn More' button. Below this, there is a section titled 'The world's most trusted' with a list of services: Vibration, Noise, Air Overpressure, Remote Monitoring, Cloud-Based Data Management, Calibration, Repairs, and Software Solutions. At the bottom, there is a 'Company Announcements' section with a link for 'New Service Portal'.</p>
<p>Step 2:</p>	<p>Go to the <b>Service &amp; Calibration</b> Menu. Click on <b>Submit a Service/Calibration</b>.</p>	 <p>The screenshot shows the 'Service &amp; Calibration' menu on the InstanTEL website. The menu is open, showing options: About Service &amp; Calibration, Calibration Site Locator, Submit a Service/Calibration, and Warranty Form. The 'Submit a Service/Calibration' option is highlighted. Below the menu, there is a 'Minimate Pro4' banner with a 'Learn More' button. The rest of the page content is identical to the previous screenshot.</p>
<p>Step 3:</p>	<p>If you have an existing service account, <b>Login</b>. If not, please click <b>Create New Account</b> to create an account. Please remember this login information for future service requests.</p> <p>Note: Username and password are case sensitive.</p>	 <p>The screenshot shows the 'Submit a Service/Calibration' page on the InstanTEL website. The page has a heading: 'Do you need a calibration or repair done? Login or create an account to get started.' Below this heading, there is a 'LOGIN' section with two options: 'Login' (with a right-pointing arrow icon) and 'Create New Account' (with a right-pointing arrow icon). The 'Create New Account' option has a subtext: 'Register an account for technical support'. At the bottom of the page, there is a 'What You Need to Get Started' section with a plus sign icon.</p>

<p>Step 4:</p>	<p>Click <b>Create RMA Request</b> to create a new service request.</p>	 <p>The screenshot shows the Renewal RMA dashboard. At the top, there are navigation tabs for 'Home', 'RMAs', and 'Account Profile', along with a 'Logout' link. A message states: 'The previous week's average turnaround times for calibration service was 6.8 business days and for units that required a repair, the average turnaround time was 9 business days. Please note that these turnaround times are averages and your service turnaround times may vary. Turnaround times do not incorporate shipping and travel times.' Below this, there are two main buttons: 'Create RMA Request' (with a circular arrow icon) and 'View RMAs' (with a magnifying glass icon). The 'Create RMA Request' button has a tooltip that says 'Request a new RMA to return a product to us'.</p>
<p>Step 5:</p>	<p><b>Enter your Contact/Billing Information.</b> This will be the contact information where future communications/invoices will be directed to.</p> <p><b>Enter Your CC1 Information:</b> If you know who your Local Distributor is, please enter their contact information here. If not, please enter the contact information of a secondary person that should be copied on future communications.</p> <p><b>Enter Your Return Shipping Address:</b> Please enter the preferred shipping address you would like your unit(s) returned to here. If the shipping address is the same as the contact information address, please click the "Same as Contact Information" button.</p> <p>Note: All * are mandatory fields to be filled out.</p>	 <p>The screenshot shows the 'Create RMA Request' form. It is divided into three main sections: 'Contact Information', 'CC1', and 'Shipping Address'. The 'Contact Information' section includes fields for Company, Contact (First and Last Name), Email, Phone, Fax, Address Line 1 and 2, City, State/Province, Zip/Postal Code, and Country. The 'CC1' section includes fields for CC1 Title, CC1 Name (First and Last Name), CC1 Email, and CC1 Phone. The 'Shipping Address' section has a checkbox labeled 'Same as Contact Information'. If checked, it will use the contact information. If unchecked, it has its own fields for Company, Contact (First and Last Name), Email, Phone, Fax, and Address Line 1.</p>

<p>Step 6:</p>	<p>Enter the <b>Serial Number</b> from the unit that requires service. You can find this. You can find this on your product information sticker on your equipment. Serial Number Example: UM12345</p>	
<p>Step 7:</p>	<p>The unit's warranty information will appear.</p> <p>If your unit is still under warranty, it will let you know when your warranty expires.</p> <p>If your unit's warranty has expired, you will be shown the date of expiry. To continue, click the <b>Continue with out of Warranty RMA</b> button.</p>	
<p>Step 8:</p>	<p>Next, you will start filling out the Equipment Information.</p> <p><b>Expedite Service:</b> If you would like your RMA service request expedited (for an additional fee) Select Yes. For InstanTEL's regular service turnaround times, leave the default selection as No.</p> <p><b>Model:</b> Select your Equipment's model name from the list. You can also start typing it into the bar at the top to help find it without scrolling down.</p> <p><b>Serial Number(s) of Sensors:</b> If you are sending some equipment accessories such as, linear or sound microphones, geophones, boreholes,</p>	

hydrophones, etc. Enter their serial numbers in the text box. Please ensure you use commas to separate each serial number.

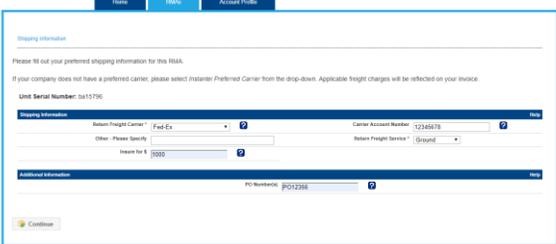
Note: You DO NOT need to create a separate RMA Service for the accessories unless they require repair.

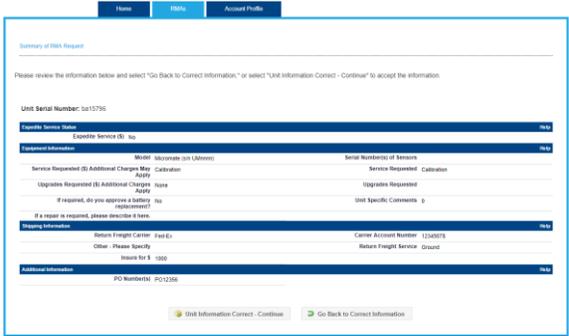
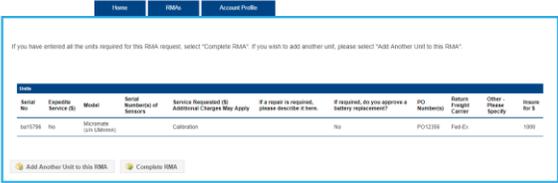
**Service Requested (\$) Additional Charges May Apply:** To select the type of service your equipment requires, use the dropdown menu and click on the specific service you require. Then click the **Add** button. You can select more than one option. Your options will then be added to the **Services Requested** section located to the right of this section. If you need to change your service request, go to the Service Requested section and delete it there. You then repeat the above to select your revised service request.

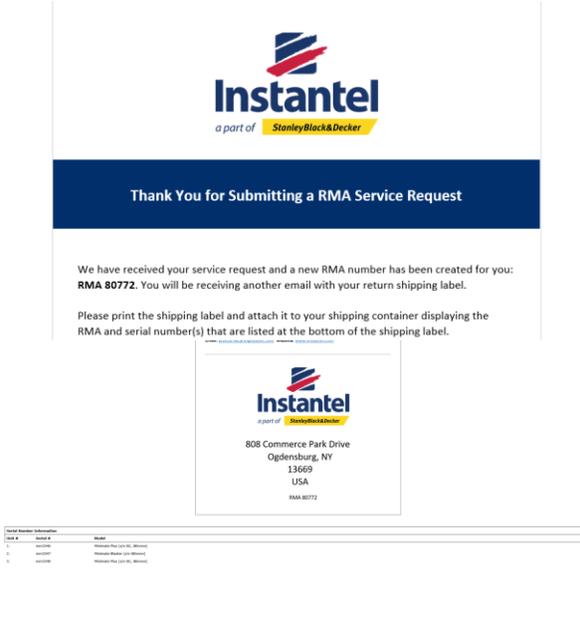
Note: If you require one of the selections with a (\$) this will be an additional charge even if the equipment is under warranty.

**Upgrades Requested (\$) Additional Charges Apply:** These are upgrades you can add to your service request for Micromate and Minimate Pro units.

To select the upgrade option, you would like to include in your service request, use the dropdown menu and click on the specific upgrade you would like. Then click the **Add** button. You can select more than one option. Your options will then be added to the **Upgrades Requested** section located to the right of this section. If you need to change your upgrade request, go to the Upgrade Requested section and delete it there. You then repeat the above to select your revised upgrade.

	<p>Note: If you require one of the selections with a (\$) this will be an additional charge even if the equipment is under warranty.</p> <p><b>If required, do you approve a battery replacement:</b> During our service process, if we find your battery needs a replacement, this section lets us know if you would like us to replace the battery for you (for an additional charge if not under warranty). We offer this to help speed up the turnaround times for your service request. If you would like us to replace it for you, select Yes. If you do not want us to replace it, keep the default selection as No.</p> <p><b>If a repair is required, please describe it here:</b> If your equipment requires a repair, please describe the issue your equipment is experiencing in as much detail as possible in this text box.</p> <p>Once you have filled out all the required information, click the <b>Continue</b> button.</p>	
<p>Step 9:</p>	<p>Next, you will start filling out the Shipping Information.</p> <p><b>Return Freight Carrier:</b> You must select which shipping company you will be using for when we return your equipment. If your company does not have a preferred carrier, please select <i>InstanTEL Preferred Carrier</i> from the drop-down menu.</p> <p>Note: Applicable freight charges will be reflected on your invoice if you select InstanTEL Preferred Carrier.</p> <p><b>Other – Please Specify:</b> If the company you plan to use is not listed in the drop-down menu, please enter</p>	

	<p>the return freight carrier you plan on using here.</p> <p><b>Carrier Account Number:</b> If you are using your own shipping carrier, please enter your Carrier Account Number here.</p> <p><b>Return Freight Service:</b> Please select which return shipping service you require using the drop-down menu.</p> <p><b>PO Number(s):</b> If you already have a Purchase Order (PO) created for this service request, please enter it here.</p> <p>Once you have filled out all the required information, click the <b>Continue</b> button.</p>	
<p>Step 10:</p>	<p>Next you will review the service request information you just submitted to ensure everything is correct.</p> <p>If you need to change something, select the <b>Go Back to Correct Information</b> button.</p> <p>If all the information is correct, select the <b>Unit Information Correct – Continue</b> button to continue.</p>	
<p>Step 11:</p>	<p>Next you will see a summary of your first unit's RMA service request. If everything is correct and you wish to add another unit for service, click the <b>Add Another Unit to this RMA</b> button.</p>	
<p>Step 12:</p>	<p>Repeat Step 6 – 10 until you have added the desired quantity of units to this RMA service request. You can add as many units as you want.</p>	

<p>Step 13:</p>	<p>When you get to the final summary page of your RMA service request that lists all the multiple units you have added. If everything is correct, click the <b>Complete RMA</b> button.</p>	
<p>Step 14:</p>	<p>Your RMA Service Request was submitted! You will now receive two emails.</p> <p>The first email will be your Service Request Confirmation. It will include at the bottom of them email all the equipment you submitted.</p> <p>The second email will include your shipping label to add to your shipping container that you will be sending to InstanTel.</p> <p>Note: Please ensure you include the Serial Number Information list that is located at the bottom of the email to your shipping label.</p>	
<p>Step 15:</p>	<p>As soon as InstanTel receives your equipment at our service facility, you will receive another email notifying you that it has arrived.</p>	