

RESONANCE SYSTEMS, INC.

SUSTAIN



TRUST YOUR MACHINE

Resonance Systems SUSTAIN Program

The Resonance Systems SUSTAIN program is not just a support program. The SUSTAIN program is a program that is design to give you confidence that we have your back to keep your hardware and data evergreen in a simple, but powerfully effective manner.

The SUSTAIN program contract is comprised of two major services: 1) We will keep your hardware evergreen and performing at it's optimum, 2) Every SUSTAIN contract includes a subscription to our Rmonix software. Your SUSTAIN contract is the only license you need to leverage this secure and powerful software tool.

The SUSTAIN program includes the following:

Eligible Hardware:



Resonance Systems Kits – The Lenz, Pulse, Ultronix, and Strobe are the future of data collection. Our kits are built with safety, performance, and durability in mind. We want to see you enjoy them for a very long time. Once you are the proud owner of a Resonance Systems kit you can expect our SUSTAIN support to be the best support experience you have ever had.



6400 SUSTAIN – Among our Resonance Systems team members are the designers and originators of the Windrock 6400 Hardware and Software. In addition our technicians have years of hands on experience manufacturing, repairing, and supporting the 6400. We provide the best support to these units.

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6320 SUSTAIN – Among our Resonance Systems team members is the designer and originator of the of the Windrock 6320 hardware as well as those responsible for improving and maintaining it's software. Additionally our technicians have years of hands on experience manufacturing, repairing, and supporting the 6320. We provide the best support to these units. We have many 6320 units under SUSTAIN and many very happy and satisfied customers.



6310 SUSTAIN - Among our Resonance Systems team members is the designer and originator of the of the Windrock 6310 hardware as well as those responsible for improving and maintaining it's software. Additionally our technicians have years of hands on experience manufacturing, repairing, and supporting the 6320. While not all 6310's can be under full SUSTAIN support we do have several that we have placed under support. Most of the time we are able to repair them and to provide any accessories needed to keep them going. We provide the best support to these units.

We have had multiple requests for support of the Dynalco Recip -Trap as a part of our SUSTAIN agreement. However, because we do not have intimate knowledge of the innerworkings we do not typically support or service these units.

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Rmonix Software:

Cloud-native - Rmonix is true cloud-native software, so it's automatically maintained, automatically kept up to date, and accessible from anywhere. Of course, if you prefer an on-premise version, we can help with that too.

Access from anywhere - PC, Mac, Android, iPhone. As long as you have a modern web browser or mobile device, you're good.

Seamless collaboration with other analysts - Any data that you take can automatically be shared with others in your organization and with Resonance Systems' expert analysts. No need to manually zip and email around machine databases or use complicated network drive setups; no need for expensive per-user or per-device license fees.

A streamlined, modern user experience - We've designed Rmonix from the ground up to be elegant and easy to use. No need to click through numerous menus and pop-ups; all of your data is available in a modern, easy-to-navigate interface. No need to worry about

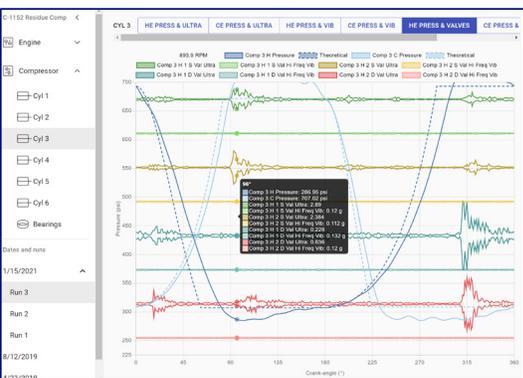
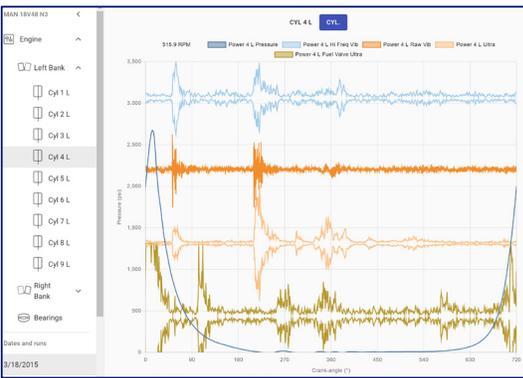
hundreds of sensor points and dozens of group plot setups; Rmonix is smart enough to organize your assets for you.

Easy, attractive reports - You can view and print clean, modern-looking reports from your web browser, and you can easily drill down from reports to view analysis plots of interest.

A full reciprocating analysis suite - We're committed to offering all of the analysis functionality that you expect. No need to get expensive tiered licenses; no need to juggle multiple products or platforms; no "AI" that hides analysis features and information you need.

Advanced thermodynamics calculations - Rmonix uses the latest scientific research in its gas property calculations, giving you the most advanced theoretical plots and flow calculations possible.

Advanced vibration analysis - In the second half of 2021, we'll be rolling out more advanced vibration (FFT) analysis features, similar to what you'd find on dedicated vibration analyzers.



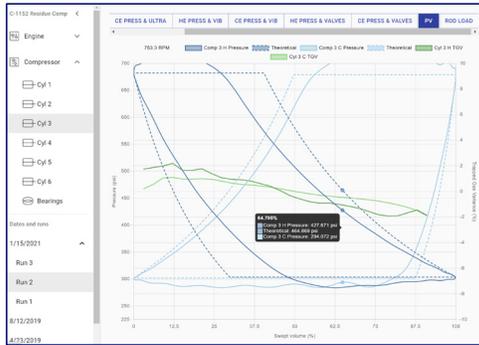
Compressor performance														
Cyl.	spp	Value Loss (%)	Dis. Press. (psia)		Temp. (°F)	Comp. Ratio	Flow Balance	Theor. Dis. Temp Delta (°F)	Root Load (%)	Root Reversal (%)				
			Dis.	Val	Dis.	Val			Therm.	Comp.				
Cyl 1 H	370.8	4.4	4.5	370.8	467.7	78.9	198.4	2.16	1.05	-35.46	79.2	81.4	159.0	C
Cyl 1 C	344.4	6.2	7.9	313.2	468.8	78.9	198.4	2.09	1.06	-39.54	41.0	52.0	156.0	C
Cyl 2 H	200.0	3.8	3.8	645.1	1050.1	87.3	159.4	1.62	1.02	-19.49	40.6	52.0	156.0	T
Cyl 2 C	325.1	0.9	3.9	645.1	1048.2	87.3	159.4	1.61	1.09	-20.24				
Cyl 3 H	361.6	4.6	3.8	307.1	603.1	79.2	198.1	2.20	1.09	-32.19	81.0	82.4	164.0	C
Cyl 3 C	349.2	6.0	7.9	306.7	617.9	79.2	198.1	2.13	1.05	-36.73				
Cyl 4 H	196.6	4.0	3.1	648.8	1053.9	87.1	160.0	1.61	1.06	-20.77				
Cyl 4 C	326.1	4.8	3.8	648.9	1051.4	87.1	160.0	1.61	1.11	-21.16				
Cyl 5 H	361.2	4.5	4.0	308.1	602.6	79.2	196.8	2.19	1.10	-31.67	81.3	82.2	161.0	C
Cyl 5 C	352.5	6.1	7.9	312.2	675.2	79.2	196.8	2.11	1.03	-36.06				
Cyl 6 H	193.1	2.4	5.0	642.1	1048.2	86.3	160.7	1.61	1.04	-22.22	40.6	51.7	157.0	T
Cyl 6 C	325.6	2.5	5.0	642.8	1048.0	86.3	160.7	1.61	1.05	-22.31				



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Rmonix Software:

A subscription to Rmonix Software is included in your SUSTAIN agreement. Our goal is to keep it simple. **As long as you are under SUSTAIN, you have access to the full analysis and reporting capabilities and secure database for the data that is collected with that analyzer.** For example: If you have one of our six channel Lenz analyzers that is under a SUSTAIN agreement then the data you collect on those channels is available to you and your colleagues to view, analyze, and share the results using Rmonix. **We do not charge for extra seat of the software if you want to share your data.** This would also be true if you were to have a 6400, 6320, or 6310 under our SUSTAIN support. Our software is enabled based on your analyzer that is covered under the SUSTAIN contract. We keep it simple.



Keep in mind that Rmonix is **backward compatible** with 6400/6320/6310 data. Should you want to transition slowly from MD to Rmonix we will maintain an Rmonix database for you while you continue to use MD and we will guide you through the transition into Rmonix. Rmonix is a separate database so you are not losing what you have.

Annual Equipment Calibration and Condition Check

Many reliability programs require an annual calibration certificate of their analyzer. We look forward to you sending us your unit every year to make sure that it is in top shape. We'll provide you with an inspection check list and a calibration certificate showing that your unit meets the standards. In addition we will go through your analyzer kit while calibrating ensuring the kit is in top shape and ready for analysis.

Unlimited Phone Support

Need to talk over an issue? Have a questions on how your system or analyzer works? Rmonix or MD software support? Have an analysis result that you'd like a second pair of eyes on? We are here for you. We want you to be successful. Let's talk about how to get you there.

Spare Parts and Enhanced upgrades

Whether it is for your new Resonance Systems kit or for your older 6400, 6320, or 6310 we offer a full suite of spares parts as well as performance enhancing upgrades.

Discounts

Once you are under SUSTAIN you achieve preferred customer status and are entitled to discounts on Resonance Systems products and services.

