

# UnlimitedPhone Annual Support Plans

## Premium Support\*

Fleet Size	Price	Part #
1-3	\$2,500	RDOICSC1YR1-3
4-6	\$4,500	RDOICSC1YR4-6
7-9	\$6,500	RDOICSC1YR7-9
10+	Customized Plan Available.	

Unlimited access to  
RDO Integrated Controls Solutions Center

# 1-877-90-RDOIC

\*Price determined by Grade, Grade Supervisor and TruckPro licenses

## A NEW INDUSTRY STANDARD FOR SERVICE

The **RDO Integrated Controls Promise™ – Uptime Guaranteed™** is an exclusive promise only from RDO Integrated Controls. We set a new industry standard that guarantees the ultimate service to our customer when you purchase Topcon, Carlson Machine Control, or Sokkia equipment from RDO Integrated Controls. No other Topcon, Carlson Machine Control, Sokkia, or competitive brand dealer offers this high level of guarantee to its customers.

To you, our customer, we promise to strive for: **dependability, commitment, and performance.**



# FLEET SHIELD SERVICES

Available From RDO Integrated Controls



## PREMIUM & BASIC Level Support For Your Mining Technology Equipment

877-90 RDOIC (toll-free)

[www.rdoic.com](http://www.rdoic.com)  
[www.rdomarketplace.com](http://www.rdomarketplace.com)

**RDO**  
INTEGRATED  
CONTROLS

# FLEET SHIELD SERVICES

Choose the support level that fits your needs

	Carlson Support & Maintenance	Rental Components	On-site Training	On-site Visits	RDO Integrated Controls Solutions Center	Repair Estimates Non-Warranty Work	Additional Training	Additional Site Visits	Supplies, Parts & Accessories
<b>3DMC Premium</b>	10% Discount	Unlimited	2/yr	4/yr	Unlimited	Unlimited	20% Discount	20% Discount	10% Discount
<b>3DMC Basic</b>	5% Discount	50% Discount	1/yr	2/yr	16hr	50% Discount	10% Discount	10% Discount	5% Discount
<b>Unlimited Phone</b>					Unlimited				

\* Percentage Discount Off of the Identified Service Category \*\*Additional Training and On-site discounts vary after the first two.

## Premium Support Plan

- Rental units provided at no charge while product is under warranty or under a service agreement for inoperable products purchases from RDO Integrated Controls
- Site visits: 4 visits per year (ie. machine check list, infrastructure checklist.)
- On-site training (2 per year)
- Estimates provided at no charge for all repairs, not covered under warranty
- Unlimited access to RDO Integrated Controls Solutions Center (phone & remote access support)
- 10% discount on Carlson support & maintenance agreement
- 10% discount on Carlson Machine Control parts
- 10% discount on all supplies and accessories at [www.rdomarketplace.com](http://www.rdomarketplace.com)
- Ala carte additional on-site visit or on-site trainings - 20% off normal daily rate up to 2 visits, 10% thereafter

\*All travel time based on closest support location.

## Basic Support Plan

- Rental units provided at 50% off standard rental rates for inoperable products purchased from RDO Integrated Controls
- Site visits: 2 visits per year (ie. machine check list, infrastructure checklist.)
- On-site training (1 per year)
- 50% discount on estimates provided for all repairs, not covered under warranty
- 16 hours of access to RDO Integrated Controls Solutions Center (after 16 hours consumed phone support billed at \$125.00/hr. (Phone & remote access support))
- 5% discount on Carlson support & maintenance agreement
- 5% discount on Carlson Machine Control parts
- 5% discount on all supplies and accessories at [www.rdomarketplace.com](http://www.rdomarketplace.com)
- Ala carte additional on-site visit or on-site trainings - 10% off normal daily rate up to 2 visits, 5% thereafter