REPAIR LIVE

<table>
<thead>
<tr>
<th>RELEASE</th>
<th>COMMENT</th>
<th>AUTHOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/2011</td>
<td>Création</td>
<td>G PESSU</td>
</tr>
<tr>
<td>06/2013</td>
<td>Rebuild and Updates (new website, all features,)</td>
<td>J Dubouchet</td>
</tr>
<tr>
<td>06/2013</td>
<td>Adding data for XML reports</td>
<td>G. Bosseuene</td>
</tr>
<tr>
<td>10/2014</td>
<td>Add Repair Capabilities Link (p.2), snapshot update, Help on Submit REF step 2 Quick Add.</td>
<td>J.Dubouchet A.Guest</td>
</tr>
<tr>
<td>04/2019</td>
<td>New REF, New interface and new features</td>
<td>J.Dubouchet</td>
</tr>
</tbody>
</table>

1. ABOUT ‘REPAIR LIVE’?

2. SUBMIT REF: SUBMIT A REQUEST OF REPAIR

   Step 1: Your Information
   Step 2: Equipment (and help on ‘Quick Add’)
   Step 3: Return after repair
   Step 4: Validation

3. YOUR RMA : CHECK YOUR ON GOING REPAIRS

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   Report 2: RMA Details
   Report 3 : RMA Quotes / Invoices
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   Option : Modified Since
   Option : Subscribe to this view / Export to Excel
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Use Repair Live (Version 25/04/2019)
1. ABOUT ‘REPAIR LIVE’?

Repair Live is a dedicated SERCEL web tool accessible from www.sercel.com website that allows customers 2 Main functions: ‘Submit REF’ and ‘Your RMA’.

**SUBMIT REF**

If you wish to return equipment to a Sercel Service Center.

A unique **RMA number** is generated for each request and sent to the customer by email. RMA number should be written on export documents.

**R.E.F** is your request (Return Equipment Form)

**RMA** is the unique repair reference (Return Material Authorization) that acknowledges your request.

**YOUR RMA**

To follow up your Repair on going in a Service center

It requires a private corporate login/password. Contact Sercel if your company doesn’t have any. Anyone that should be aware on repair progress in your company should have this access.

*Information such as RMA number, statuses, forecast, shipping details, repair fees are available. Also a link to the RMA report is available with product description, serial number, faults and repair done.*

Also:

- On the websites links to our repair processes and shipping instructions are given.

- Repair capabilities per Service Center : (‘Repair Matrix’)

*Image of Repair Processes website*

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*Image of Repair Processes website*

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*Image of Repair Processes website*
access to Repair live
In a web browser navigate to www.sercel.com then click on Repair Live

2. SUBMIT REF: SUBMIT A REQUEST OF REPAIR

Click on “Submit R.E.F” (Return Equipment Form) if you wish to have some equipment be sent to Sercel for Repair/Maintenance

You will get your RMA number by e-mail as soon as your Return Equipment Form (REF) has been checked and approved by the Service Center.
Submitting a REF is quick and easy: only 3 steps + 1 validation step.
# Step 1: Your Information

## Return Equipment Form

<table>
<thead>
<tr>
<th>1. YOUR INFORMATION</th>
<th>2. EQUIPMENT</th>
<th>3. REPAIR SITE</th>
<th>4. VALIDATION</th>
</tr>
</thead>
</table>

**Client name** *  
**Contact email** *  
**Country of operation**  
**Additional information**  

- **Client Name (+ Vessel)**  
- **Your corporate email address**  
- **Any information you may need to share with the service center (level or urgency, etc...)**  
- **Return delivery address** *  
- **Invoicing address** *  

- **if you know it already, otherwise provide the contact check the address with.**  
- **Partial shipment allowed**  
- **Standard exchange allowed**  
- **Warranty status analysis prior to give RMA**  

- **Yes**  
- **Yes**  

- **(nb: if yes, +1 extra working day to get the RMA number)**  

- **Both Land and Marine ELECTRONIC module** (ex: LAUM, NSN,...)  

- **Marine Streamers/Sections** (ex: Sentinel, TailSwivel, SlipRing,...)  

- **Downhole Seismic Tools**  
- **Gauges (Meterlog)**  
- **GRC - Pressure and temperature Monitoring Systems**  
- **Land & Marine Electronic Modules**  
- **Marine (Sections and Accessories)**  
- **Marine Sources**  
- **Navigation**  
- **OBC (SEARAY Hydrophones)**

[Continue >>]
Fill-in by drop down menus: the Equipment, Name, P/N, S/N, Failure Description as mandatory fields. Other field are optional. Please fill-in if necessary.

If you have any additional information that may assist Sercel Service Center with the equipment repair (i.e. screenshots, printouts, test results etc) you are welcome to send these, in reply to the email that provided you a RMA number. Alternatively, you may also send directly to repair.france@sercel.com and streamer.repair@sercel.com referring to the given RMA number.

**Tips on step 2:**
- If you have 1 or 2 equipments to return you can directly fill in the boxes.
- If you have a long list (10 or more equipment to return) we suggest you to use the Quick add option: that’s much quicker (based on copy/paste).
- For Marine Sections & Accessories category there is also available an Excel “Customer Report Fault” with drop down boxes choices. You may download, fill off-line, then copy/paste at this stage (step 2).

More detail on Quick add on next page with an example.
Quick Add is simple and the fastest way to fill in the REF form. (it’s a copy/paste from excel or a .csv download)
We will now detail an example.

!Warning! Prior to use the Quick add option, the list must be empty.

- Create (or download if available) an excel file based on 9 columns (as below example)

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAMILY*</td>
<td>NAME*</td>
<td>P/N</td>
<td>S/N*</td>
<td>SOFT VERSION*</td>
<td>FAULT DESCRIPTION</td>
<td>FAILURE TYPE</td>
<td>MEAN OF TEST</td>
<td>FIRST USE</td>
</tr>
<tr>
<td>408UL</td>
<td>FDU</td>
<td>0000</td>
<td>V8.1</td>
<td>No power up</td>
<td>PERMANENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>428XL</td>
<td>LAUL</td>
<td>1111</td>
<td>V5</td>
<td>Autotest error</td>
<td>INTERMITTENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>508XT</td>
<td>CX</td>
<td>2222</td>
<td>V1</td>
<td>GPS Lock up</td>
<td>PERMANENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NAUTILUS</td>
<td>NSNS0</td>
<td>3333</td>
<td>V3</td>
<td>Motor 1 error</td>
<td>INTERMITTENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEAL408</td>
<td>LA/UM</td>
<td>4444</td>
<td>V5,2,19</td>
<td>leakage</td>
<td>PERMANENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEAL428</td>
<td>T/AU</td>
<td>5555</td>
<td>V2</td>
<td>not stable</td>
<td>INTERMITTENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEARAY</td>
<td>AQ/5U</td>
<td>6666</td>
<td>V1</td>
<td>no response</td>
<td>PERMANENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNITE</td>
<td>RAU EX</td>
<td>7777</td>
<td>V3</td>
<td>wifi error</td>
<td>INTERMITTENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VE452</td>
<td>DSD</td>
<td>8888</td>
<td>V5</td>
<td>mechanical damage</td>
<td>PERMANENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VE454</td>
<td>DPG</td>
<td>9999</td>
<td>V4</td>
<td>pilot 1 error</td>
<td>INTERMITTENT</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Nb: These 2 column are not text free
Copy the data (from line 2, without line number 1)

Paste the data in Quick Add window, Then click on Process

Here is the result after clicking on ‘Process’

Click on Confirm if that’s right.
As a result, these lines are automatically loaded:

<table>
<thead>
<tr>
<th>SNRN+</th>
<th>SNRN</th>
<th>FLM</th>
<th>FLN</th>
<th>DETAILLED BY ORIGIN</th>
<th>PASSUR</th>
<th>BAD OF SECT</th>
<th>BOARD ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADT</td>
<td>ADT</td>
<td>ADT</td>
<td>ADT</td>
<td>ADT</td>
<td>ADT</td>
<td>ADT</td>
<td>ADT</td>
</tr>
</tbody>
</table>

Other option is to save your file in csv format with respect of the 9 columns and download it with this:

**or**

Import from a csv: [Parcourir...]

Fields must be semi-colon separated

[Process]
Step 3: Return after repair

Return Equipment Form

Choose the site to your nearest location. Also refer to the repair Capabilities per each Service Center (available on website)

Step 4: Validation

At this stage, please verify (eventually modify) your entries.

If all is correct, you only need to click on Submit your R.E.F.

You have now ended the “SUBMIT REF” request.

What’s next ?
You will receive an automatic email to inform you that your request is being analyzed by the relevant Service Centre/Repair Coordinator who will then reply with RMA number or confirm assignment to relevant repair facility asap.
3. YOUR RMA : CHECK YOUR ON GOING REPAIRS

Login to your company account

REPAIR & SERVICES

Worldwide manufacturing and repair facilities allow Serceel to provide quick response to our customers on a global scale, and investment in new production methods and technologically advanced equipment ensure our continued ability to produce and sustain Serceel products. Serceel has kept pace with the growing demand for cables and electronics and cable repair by forward-looking investment in manufacturing and repair facilities and by assuring that Serceel is positioned to provide the products and support customers have come to expect.

With more facilities and increasing numbers of qualified fabrication and repair personnel across the globe, Serceel is able to provide more reliable and expedient service every day for the geophysical exploration industry worldwide.

Repair Live

This online services platform has been developed for the return and repair of all Serceel Electronics and Streamer products.

You will be able to submit repair requests directly to Serceel repair centers:

SUBMIT REF

You will be able to track the status of your equipment being repaired:

YOUR RMA

Login
Password
Login

Forgot your password?
If you have no login/password please request a login to your repair area contact (or to repair.france@serceel.com)

Note on web browser:
We suggest to use any browser (ex: Chrome, Safari, …) but not Internet Explorer.
If using Internet Explorer, we suggest you erase the web cache of IE before logging into this new Repair-Live Release. Otherwise some display new functions may not be visible.

There are 3 Main Views:
Report 1: RMA Summary

Summary at RMA and Order Acknowledgment (OA) level of In progress / Ready to Ship / Completed OA/RMA per Service Centers with quantities of equipment received, in progress and already shipped.

Example:

<table>
<thead>
<tr>
<th>Service Center</th>
<th>RMA</th>
<th>Order Acknowledgment (OA)</th>
<th>Model/Name</th>
<th>Material P/N</th>
<th>Material Description</th>
<th>Warranty</th>
<th>Material Date</th>
<th>Forecast Date</th>
<th>Qty Received</th>
<th>Qty In Progress</th>
<th>Qty Delivered</th>
<th>RMA Status</th>
<th>Delivery Date (Label)</th>
<th>Shipping Details (Label)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NANTES (France)</td>
<td>27732</td>
<td>lf180022</td>
<td>L504122</td>
<td>L504122</td>
<td>b510</td>
<td>FRP</td>
<td>2017-02-15</td>
<td>2017-02-15</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>COMPLETED</td>
<td>2017-02-15</td>
<td>SHIPPED BY SHIPPER ON FEB 2</td>
</tr>
<tr>
<td>NANTES (France)</td>
<td>28220</td>
<td>CORAL</td>
<td>1110881980</td>
<td>M04-0500337</td>
<td>VERTEX MULTIBUS (D)</td>
<td>FRP</td>
<td>2017-03-15</td>
<td>2017-03-15</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>COMPLETED</td>
<td>2017-03-15</td>
<td>SHIPPED BY SHIPPER ON MAR 8</td>
</tr>
<tr>
<td>NANTES (France)</td>
<td>28537</td>
<td>CORAL</td>
<td>1110881980</td>
<td>M04-0500337</td>
<td>VERTEX MULTIBUS (D)</td>
<td>FRP</td>
<td>2017-03-15</td>
<td>2017-03-15</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>READY TO SHIP</td>
<td>2017-03-15</td>
<td>SHIPPED BY SHIPPER ON MAR 8</td>
</tr>
<tr>
<td>NANTES (France)</td>
<td>28537</td>
<td>CORAL</td>
<td>1110881980</td>
<td>M04-0500337</td>
<td>VERTEX MULTIBUS (D)</td>
<td>FRP</td>
<td>2017-03-15</td>
<td>2017-03-15</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>IN PROGRESS</td>
<td>2017-03-15</td>
<td>SHIPPED BY SHIPPER ON MAR 8</td>
</tr>
<tr>
<td>NANTES (France)</td>
<td>28537</td>
<td>CORAL</td>
<td>1110881980</td>
<td>M04-0500337</td>
<td>VERTEX MULTIBUS (D)</td>
<td>FRP</td>
<td>2017-03-15</td>
<td>2017-03-15</td>
<td>12</td>
<td>7</td>
<td>5</td>
<td>IN PROGRESS</td>
<td>2017-03-15</td>
<td>SHIPPED BY SHIPPER ON MAR 8</td>
</tr>
<tr>
<td>NANTES (France)</td>
<td>28537</td>
<td>CORAL</td>
<td>1110881980</td>
<td>M04-0500337</td>
<td>VERTEX MULTIBUS (D)</td>
<td>FRP</td>
<td>2017-03-15</td>
<td>2017-03-15</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>IN PROGRESS</td>
<td>2017-03-15</td>
<td>SHIPPED BY SHIPPER ON MAR 8</td>
</tr>
</tbody>
</table>

Statutes with colored bar per quantity already completed.
(Ready to Ship means repair completed but not yet shipped. Completed means also shipped.)

You can click on the left « > » to see any extra details (in case of partial shipments)

You can access the RMA Report (.pdf) by clicking on the RMA number:

RMA : RN70132
Report 2: RMA Details

Similar info contained into RMA .pdf reports, but in Html format and with possibility to filter by service center, order statuses, and latest modifications (1 day/week/month).

Example:

Report 3: RMA Quotes / Invoices

In this report, Quote amount are available, and Invoice amount (when shipped) are available.
Search Function

Search by RMA, OA, P/N, S/N, Material name, Fault etc... and press enter or click on Filter.

Examples:

Option: Modified Since

To view only the modifications on your RMAs since 1 day / week / month or all.

Note: The data being reloaded on 24/04/2019, this sort might take few weeks to be relevent.
Option: Subscribe to this view / Export to Excel

You can subscribe to your own settled filter choices and have the same report (in excel format) be sent to your email address every day/week/month.

To unsubscribe, you will have a link into the email you receive.

You can also export (just for one time) the shown view into excel:

Option: XML REPORT: Automatic Export

You have the possibility to receive a daily/weekly/monthly report in .XML format. This report is either sent to an email of your choice or to a FTP server of your choice. This XML report will contain all the upper information. Please contact your Service Center or repair.france@sercel.com if you wish to activate this function or get further information.