

INSTALLATION SUPPORT PROGRAM

PROFESSIONAL ON-SITE OVERSIGHT FOR SCIENTIFIC EQUIPMENT INSTALLATIONS



WHY USE A SUPPORT PROGRAM

- ✓ Factory-backed guidance and documentation for installations of RSG-supplied equipment
- ✓ Includes insulated panels, refrigeration systems, controls, and accessories
- ✓ Ensures installations are completed accurately, issues are addressed quickly with factory guidance, and projects are properly documented for turnover

PROGRAM OBJECTIVES



Installation Accuracy

Ensure conformance with Norlake Scientific drawings and specifications



Issue Documentation

Track field progress, issues, and corrective actions



Real-time Support

Provide technical guidance to installers and customers on-site



Complete Documentation

Deliver checklists, photo records, and post-install summaries

SCIENTIFIC EQUIPMENT INSTALLATION SUPPORT

SCOPE OF ENGAGEMENT OPTIONS

- ✓ **1 day on-site:** installation oversight, documentation, post-install checklist
- ✓ **2 days on-site:** oversight, documentation, installation and controls setup support
- ✓ **3 to 4 days on-site:** oversight, documentation, controls guidance, troubleshooting
- ✓ **Multi-day presence:** extended oversight, coordination, full documentation package

SCOPE OF SERVICE

All service tiers include:

- Installation oversight by RSG/Norlake Scientific specialist
- Documentation of issues and corrective actions
- Coordination with customer and contractor teams
- Controls installation guidance and basic troubleshooting
- Post-installation documentation package
- Direct communication with RSG Customer Experience and Technical Service teams

Not Included:

- Hands-on installation labor or contractor supervision
- Compliance or acceptance testing
- Performance validation or certification
- Site safety management or permitting

PROGRAM DELIVERABLES

- **Installation Support Checklist**
Record of key installation milestones
- **Field Photo Log**
Visual documentation of installation progress
- **Issue and Corrective Action Report**
Summary of identified and resolved conditions
- **Post-Installation Summary**
Confirmation of readiness for commissioning

OPTIONAL PERFORMANCE AND ACCEPTANCE TESTING

This separate service is available to validate operational performance and compliance parameters. It is quoted independently from the Installation Support Program.

NOTE: This service does not replace your installer or commissioning agent. Instead, it provides manufacturer-supported guidance to ensure a smooth and accurate installation process.

For more information, contact your Norlake Scientific representative.



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Certified to ISO 9001:2015
and 14001:2015 Standards

