

RAE Systems, Inc.
2009 Pricing Guide

Product Services

Americas

Effective Date for Prices
April 1, 2009



For technical support of RAE Systems products in the Americas:

- Call 1.888.723.4800 (7:00 am – 5:00 pm Pacific Time)
- Email tech@raesystems.com

For life-critical, after-hours support, call 1.408.952.8200, select option 8.

For additional information please visit our web site at www.raesystems.com.

Table of Contents

Introduction	4
Service Programs – Gas Detection Instruments	5
Introduction	5
Guaranteed Cost of Ownership Plan	5
One Price Repair Program	8
Service Programs – Personal Radiation Detectors	10
Guaranteed Cost of Ownership	10
One Price Repair	10
Calibration Services	11
RAE Systems, Inc. Standard Limited Warranty	12
Warranty Matrix	15
Terms and Conditions	16
RAE Systems, Inc. Contact Directory	17

Introduction

RAE Systems is proud to offer premium-level services to our customers. We offer three basic types of services that are described in this pricing guide:

- Warranty service for products covered by their original warranties
- Guaranteed Cost of Ownership plans that extend the warranty coverage of our products and provide for periodic maintenance and calibration where required
- One Price Repair options that deliver premium-level factory refurbishment of our products

Whichever option is right for you, we at RAE Systems strive to make sure that you have a positive experience. If you have any questions regarding any of the service options, please contact our Technical Support Center, and a representative will assist you.

The offerings and prices listed in this pricing guide are available to customers in the Americas markets.

Gas Detection Instruments

Introduction

Guaranteed Cost of Ownership (GCO) plans are designed to fix the total cost of operating a gas detection instrument for a fixed period of time. More than just extending the warranty to cover repair costs, GCOs deliver the annual maintenance services that a gas detection instrument requires over the course of its service life. GCO plans offer great value, providing part and services at a lower cost than if purchased separately.

Guaranteed Cost of Ownership Plan

For owners of the following RAE Systems instruments:

- MiniRAE 2000
- ppbRAE Plus
- UltraRAE
- MultiRAE Plus
- MiniRAE 3000
- ppbRAE 3000
- UltraRAE 3000
- AreaRAE
- AreaRAE Gamma
- AreaRAE Steel
- AreaRAE Gamma Steel
- RAELink Modems
- Rapid Deployment Kits (RDks)
- AutoRAE and AutoRAE monitor cradles

In the United States and Canada, Guaranteed Cost of Ownership covers the annual maintenance, repair, and replacement cost of all elements in a RAE Systems gas detection instrument for four years from the instrument's date of original purchase.

Coverage includes:

4-Year Repair and Replacement Guarantee

- Pump and Battery
- All Sensors
- Housing and Membrane Panel
- Printed Circuit Boards
- Gas Plate and Probe
- Lamp and Housing
- Modem
- Service includes all labor charges and return shipping via UPS ground

Annual Maintenance Service includes:

- Factory Testing
- Calibration, Cleaning, and Filter Replacement
- Lamp Replacement (as required)
- Sensor Replacement (as required)
- Pump Service or Replacement (as required)
- Rechargeable Battery Pack Replacement (as required)

	Product	GCO Price	Part Number
AutoRAE	AutoRAE Controller	*	SVC-PTC4-480
	AutoRAE EntryRAE & QRAE II Cradles	*	SVC-PTC4-484
	AutoRAE QRAE Plus, MultiRAE Plus, QRAE and MiniRAE 2000 Cradles	*	SVC-PTC4-483
Multi-GAS	MultiRAE Plus	*	SVC-PTC4-095
PID	MiniRAE 3000	*	SVC-PTC4-592
	ppbRAE 3000	*	SVC-PTC4-594
	UltraRAE 3000	*	SVC-PTC4-596
	MiniRAE 2000	*	SVC-PTC4-110
	ppbRAE Plus	*	SVC-PTC4-295
	UltraRAE	*	SVC-PTC4-012
Wireless	AreaRAE ¹	*	SVC-PTC4-292
	AreaRAE with GPS ¹	*	SVC-PTC4-294
	AreaRAE Gamma ¹	*	SVC-PTC4-292G
	AreaRAE Gamma with GPS ¹	*	SVC-PTC4-294G
	RDK – System Package (without GPS)	*	SVC-PTC4-292R
	RDK – System Package (with GPS)	*	SVC-PTC4-294R
	RDK – Detector Kit (without GPS)	*	SVC-PTC4-292T
	RDK – Detector Kit (with GPS)	*	SVC-PTC4-294T
	RDK Gamma (without GPS)	*	SVC-PTC4-292RG
	RDK Gamma (with GPS)	*	SVC-PTC4-294RG
	RDK Gamma – Detector Kit (without GPS)	*	SVC-PTC4-292TG
	RDK Gamma – Detector Kit (with GPS)	*	SVC-PTC4-294TG
	RAELink2 Modem (all versions)	*	SVC-PTC4-229

¹ AreaRAE and AreaRAE Steel.

* Refer to Instrument Pricing Guide for current GCO pricing. Add \$880.00 to “GCO Price” to cover each HCN, NH₃ and PH₃ electrochemical sensor.

Restrictions

- GCO must be purchased within one year of the covered product's original date of purchase
- Valid only to the product's original owner
- GCO only covers the sensors and components in the product's original configuration, as shipped
- GCO does not cover:
 - Water and chemical damage
 - Improper use or care of the product
 - Any product that is used for rental or demonstration purposes
 - Products owned by a RAE Systems Distributor or Representative
 - Laptop computer in RDK
 - 11.7 eV lamp

One Price Repair Program

One Price Repair (OPR) plans offer the premium-level refurbishment that only a manufacturer can deliver. The service life of a gas detection instrument is measured in years, despite the harsh and demanding environments that are normal for them. OPR plans allow customers to bring an instrument back to a condition that is as close to new as possible, often for a fraction of the cost of a new instrument. RAE Systems OPR plans also come with a one-year warranty covering all parts and labor.

Benefits

- One-year parts and labor warranty (sensors and lamps are covered by their applicable warranties)
- Reduces overall cost of ownership by up to 50%
- Quick turnaround time
- Complete factory refurbishment includes calibration, repair, and test of all internal components
- Sensor Option includes brand-new sensors and lamps

Restrictions

- One Price Repair does not cover:
 - Water and chemical damage
 - Improper use or care of product
 - Any product that is used for rental or demonstration purposes
 - 11.7 eV lamp
- The RAE Systems Technical Support Center reserves the right to determine if a product is qualified for the One Price Repair Program

		1 yr < Product Age < 4 yr		4 yr < Product Age < 8 yr			
	Product	Models	Price per Repair w/o Sensors	Price per Repair w/ Sensors and Lamps ¹	Price per Repair w/o Sensors	Price per Repair w/ Sensors and Lamps ¹	Sensor Types Covered
AutoRAE	AutoRAE Controller	NA	\$535.00	NA	\$640.00	NA	NA
	AutoRAE Cradles	NA	\$250.00	NA	\$300.00	NA	NA
MultiGas	MultiRAE Plus Black Housing	PGM 50-5P	\$425.00	\$800.00	\$510.00	\$960.00	Standard
	MultiRAE Plus Silver Housing	PGM 50-5P	Not Available	Not Available	Not Available	Not Available	
	EntryRAE	PGM 3000	\$425.00	\$750.00	\$510.00	\$960.00	10.6 eV
	QRAE	PGM 50-4P	\$400.00	\$640.00	\$480.00	\$770.00	Standard
	QRAE Plus	PGM 2000 / 2020	\$400.00	\$640.00	\$480.00	\$770.00	Standard
	SentryRAE Steel	PGM 5010	\$480.00	\$800.00	\$575.00	\$960.00	Standard
	MultiRAE IR	PGM 54	\$535.00	\$800.00	\$640.00	\$960.00	Standard
	QRAE II	PGM 2400	\$425.00	\$640.00	\$510.00	\$770.00	Standard
PID	MiniRAE 3000	PGM 7320	\$470.00	\$700.00	\$560.00	\$840.00	10.6 eV
	ppbRAE 3000	PGM 7340	\$470.00	\$700.00	\$560.00	\$840.00	10.6 eV
	UltraRAE 3000	PGM 7360	\$470.00	\$700.00	\$560.00	\$840.00	9.8 eV
	MiniRAE 2000	PGM 7600	\$425.00	\$640.00	\$510.00	\$770.00	10.6 eV
	ppbRAE Plus	PGM 7240	\$425.00	\$640.00	\$510.00	\$770.00	10.6 eV
	UltraRAE	PGM 7200	\$425.00	\$640.00	\$510.00	\$770.00	9.8 eV
	RAEGuard PID	FGM 1000 / 1001 / 1002	N/A	\$910.00	N/A	\$1,090.00	10.6 eV
Wireless	AreaRAE ²	PGM 5020	\$700.00	\$910.00	\$840.00	\$1,090.00	Standard
	AreaRAE Gamma ²	PGM 5120	\$700.00	\$910.00	\$840.00	\$1,090.00	Standard
	RAELink	Various	\$950.00	NA	\$1,140.00	NA	NA

1 Standard Sensors covered under the One Price Repair with Sensors/Lamp column are: LEL, O₂, H₂S, CO, SO₂, NO, NO₂, and Cl₂. Add \$210.00 to "Price Per Repair with Sensor/Lamps" to cover each HCN, NH₃ and PH₃ electrochemical sensor. The 11.7eV lamp is not covered.

2 An additional charge of \$375.00 will be charged if the modem card is replaced.

3 One Price Repair is not available for product age greater than 8 years. Please check current availability of factory refurbished equipment or contact RAE sales for trade up program.

Personal Radiation Detectors

Guaranteed Cost of Ownership

RAE Systems offers Guaranteed Cost of Ownership (GCO) plans for all current Personal Radiation Detector (PRD) products. GCO coverage includes repair or replacement of the RAE Systems PRD product for five years from the product's date of original purchase.

Two different GCO programs are available for RAE Systems PRDs:

- Basic GCO – covers only repair or replacement of the PRD
- GCO with calibration service – provides repair or replacement, and one calibration of the PRD, performed three years after the product's date of purchase

GCO prices are:

Product	Basic GCO		GCO with Calibration Service	
	Part Number	Price	Part Number	Price
GammaRAE IIR	SVC-PTC4-047GR	\$400.00	SVC-PTC4-047GRC	\$500.00
NeutronRAE II	SVC-PTC4-047NII	\$450.00	SVC-PTC4-047NC	\$750.00

* Products are covered by a one-year warranty

One Price Repair

If your RAE Personal Radiation Detector (PRD) requires repair RAE Systems will, at its option, repair or replace it with a new or factory reconditioned PRD of the same or better performance for the following prices:

Product	Product Age		
	0 – 1 Year*	1 – 5 years	> 5 Years
GammaRAE II	No Charge	\$400.00	No service available
GammaRAE IIR	No Charge	\$480.00	No service available
NeutronRAE II	No Charge	\$750.00	No service available

* Products are covered by a one-year warranty

Calibration Services

RAE Systems PRDs do not require calibration or verification, but calibration services are available by customer request.

RAE Systems offers two calibration services:

Calibration Verification

Calibration verification is performed at RAE Systems' San Jose Service Center. It consists of exposing the instrument to a known radiation field and checking that it measures radiation within its specifications. If the instrument functions within its specifications, RAE Systems will issue a certificate stating that the calibration is still valid. If an instrument fails Calibration Verification, there are three options:

- If the instrument is within warranty, it will be replaced.
- If the instrument is out of warranty, it can be returned to the customer, repaired, or replaced under one of the One Price Repair options listed above.
- RAE Systems will have the instrument calibrated and certified, and will reduce the price of the Certified Calibration by \$100.00.

Certified Calibration

Certified Calibration is performed by a qualified, independent laboratory. During this procedure, the instrument is recalibrated. A certificate will be issued showing the calibration date and the radiation sources used to calibrate the instrument.

Calibration prices are:

Product	Calibration Verification	Certified Calibration
GammaRAE II	\$160.00	\$320.00
GammaRAE IIR	\$190.00	\$375.00
NeutronRAE II	\$215.00	\$450.00

RAE Systems, Inc. Standard Limited Warranty

RAE Systems, Inc. warrants products manufactured and sold by RAE Systems to be free from defects in materials and workmanship for the periods listed in the tables on the following pages. This warranty is expressly limited to the original owner who purchases the equipment directly from RAE Systems or from an authorized RAE Systems Distributor.

To maintain this limited warranty, the product must be operated, calibrated, and maintained in accordance with the Operation and Maintenance Manual supplied with the product. Abuse, mechanical damage, alteration, or repairs not made in accordance with the Operation and Maintenance Manual void the RAE Systems Standard Limited Warranty.

The obligation of RAE Systems under this limited warranty is limited to the repair or replacement of components deemed by the RAE Systems Technical Support Center to have been defective under the scope of this Standard Limited Warranty. To receive consideration for warranty repair or replacement, the product must be returned to a RAE Authorized Service Partner or to RAE Systems in San Jose, California, USA, with transportation and shipping charges prepaid. If the product is being returned to RAE Systems, it is necessary to obtain a return authorization number (RMA) from RAE Systems prior to shipment.

This limited warranty is expressly in lieu of any and all representations, express or implied, including but not limited to the warranty of fitness for a particular purpose. RAE Systems will not be liable for loss or damage of any kind connected to the use of its products or failure of its products to function or operate properly.

RAE Systems Standard Limited Warranty covers the instrument and its critical components as follows:

Instruments	Warranty Period
Personal Radiation Detectors	One year from the date of original purchase
MiniRAE 2000, ppbRAE, MultiRAE Plus, EntryRAE, QRAE, QRAE Plus, VRAE, UltraRAE: Electronic printed circuit boards, switch panels, displays, and enclosures	As long as the instrument is in service by the original owner ¹
MiniRAE 3000, ppbRAE 3000, UltraRAE 3000, QRAE II, AreaRAE, SentryRAE, RAEGuard PID, RAELink, Solar Panel Systems: Electronic printed circuit boards, switch panels, displays, and enclosures	One year from the date of original purchase

¹ RAE Systems Limited Lifetime Warranty covers specific parts only. It does not include labor charges to replace the covered component. An instrument that has a failure of a covered component often requires other services. RAE Systems will replace covered components at no additional charge if the work is performed as part of One Price Repair. Otherwise RAE Systems will charge applicable labor up to a maximum of \$184 to replace the component covered by the Lifetime Limited Warranty

Instrument Components	Warranty Period
Battery packs, sampling pumps, and other components (either installed in an instrument or purchased separately), which by their design are consumed or depleted during normal operation, or which may require periodic replacement	One year from the date of original purchase

Sensors and Lamps	Warranty Period
O ₂ , LEL, H ₂ S, and CO sensors	2 Years (see below)
All other electrochemical toxic gas sensors	1 Year (see below)
10.6eV photoionization detector lamps for MiniRAE 2000 / 3000 only	3 Years
10.6eV photoionization detector lamps for ToxiRAE Plus, MultiRAE Plus, ppbRAE Plus, and RAEGuard PID	1 Year
9.8eV photoionization detector lamps	6 Months
11.7eV photoionization detector lamps	30 Days

Oxygen (O₂), combustible gas (LEL) and electrochemical sensors are normally consumed during their service life. RAE Systems and RAE Authorized Service Partners will replace defective sensors under the following terms:

- Sensors with two-year warranties (O₂, LEL, H₂S, CO) that fail in their first year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of two years, at the option of RAE Systems or a RAE Authorized Service Partner.
- Sensors with two-year warranties (O₂, LEL, H₂S, CO) that fail in their second year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of one year, at the option of RAE Systems or a RAE Authorized Service Partner.
- Sensors with one-year warranties (all other electro-chemical sensors) that fail will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of one year, at the option of RAE Systems or a RAE Authorized Service Partner.

Damage to combustible (LEL) sensors incurred by exposure to known sensor poisons (such as silicones, tetra-ethyl-lead, and/or other substances as noted in the operator's manual) may (at the unilateral discretion of the RAE Systems Customer Advocacy Department) void this warranty as it applies to the replacement of combustible sensors.

Warranty Matrix

Warranty is from date of sale. Any major component not specifically identified below is covered under the Standard Limited Warranty for the instrument.

	Model	Product	Instrument ¹	Components ²	Lamps			Sensors	
					9.8 eV	10.6 eV	11.7 eV	O ₂ , LEL, H ₂ S, CO	All other EC
Single Gas	PGM-1700	ToxiRAE 3	2 Yrs	NA	NA	NA	NA	2 Yrs	NA
	PGM-11xx	ToxiRAE II	2 Yrs	1 Yr	NA	NA	NA	2 Yrs	1 Yr
	PGM-10x0	BadgeRAE	2 Yrs	NA	NA	NA	NA	2 Yrs	NA
Multi Gas	PGM-50-4P	MultiRAE Plus	Lifetime	1 Yr	6 Mos	1Yr	1Mo	2 Yrs	1 Yr
	PGM-3000	EntryRAE	Lifetime	1 Yr	NA	1 Yr	NA	2 Yrs	NA
	PGM-2400	QRAE II	1 Yr	1 Yr	NA	NA	NA	2 Yrs	1 Yr
	PGM-50/48	QRAE	Lifetime	1 Yr	NA	NA	NA	2 Yrs	1 Yr
	PGM-20xx	QRAE Plus	Lifetime	1 Yr	NA	NA	NA	2 Yrs	1 Yr
	PGM-78xx	VRAE	Lifetime	1 Yr	NA	NA	NA	2 Yrs	1 Yr
	PGM-54	MULTiRAE IR	1 Yr	1 Yr	6 Mos	1 yr	1 Mo	2 Yrs	1 Yr
PID	FGM-100X	RAEGuard PID	1 Yr	1 Yr	NA	1 Yr	NA	NA	NA
	PGM-7240	ppbRAE Plus	Lifetime	1 Yr	NA	1 Yr	NA	NA	NA
	PGM-7600	MiniRAE 2000	Lifetime	1 Yr	6 Mos	3 Yrs	1 Mo	NA	NA
	PGM-7200	UltraRAE	Lifetime	1 Yr	6 Mos	1 Yr	NA	NA	NA
	PGM-7300	MiniRAE Lite	1 Yr	1 Yr	NA	3 Yrs	NA	NA	NA
	PGM-7320	MiniRAE 3000	1Yr	1 Yr	6 Mos	3 Yrs	1 Mo	NA	NA
	PGM-7340	ppbRAE 3000	1Yr	1 Yr	NA	3 Yrs	NA	NA	NA
	PGM-7360	UltraRAE 3000	1Yr	1 Yr	6 Mos	3 Yrs	NA	NA	NA
	PGM-30	ToxiRAE Plus PID	1 Yr	1 Yr	NA	1 Yr	NA	NA	NA
Wirless	PGM-5020	AreaRAE ³	1 Yr	1 Yr	NA	1 Yr	NA	2 Yrs	1 Yr
AutoRAE	DKS-3000	AutoRAE	1 Yr	NA	NA	NA	NA	NA	NA
PRD	Various	PRDs	1 Yr	NA	NA	NA	NA	NA	NA

1 Product electronics, switch panels, enclosures, displays

2 Sampling pumps, rechargeable batteries

3 All AreaRAE variations, including AreaRAE Steel

Terms and Conditions

All instruments sent to RAE Systems for service must have a Return Materials Authorization (RMA) issued by the RAE Systems Technical Support Center, and must include payment authorization.

An RMA can be obtained by calling the RAE Systems Technical Support Center (**1.888.723.4800**) or by email from tech@raesystems.com

Accepted forms of payment authorization are credit card, purchase order, or signed agreement that the customer will pay RAE Systems' invoice. Please discuss the payment terms with a Technical Support Center representative when obtaining an RMA.

Instruments repaired under a One Price Repair plan will be covered by a one-year warranty covering all parts and labor.

Estimate Repair

Effective January 1, 2009, RAE Systems will charge a non-refundable \$80 diagnostic fee to provide a repair estimate. The repair estimate will be provided after receipt of payment authorization for the non-refundable diagnostic fee. This diagnostic fee will be applied toward Estimate Repair charges. Diagnostic fee will **"NOT"** be waived if customer selects One Price Repair after repair estimate has been made.

RAE Systems, Inc. USA Contact Directory

Department	Online Contact	Phone / Fax
RAE Systems Corporate Office	www.raesystems.com raessales@raesystems.com	T: 1.877.723.2878 F: 1.408.952.8200
Inside Sales <ul style="list-style-type: none"> • Stock item availability • Quotes • Shipping status • Order status 	orders@raesystems.com	T: 1.877.723.2878 (Press 1) F: 1.408.952.8487
Service Department <ul style="list-style-type: none"> • Technical support • Status on monitor in for service • Return Authorization for service or warranty repair • Application questions • Training tools 	tech@raesystems.com	T: 1.888.723.4800 F: 1.408.952.8486
Accounting Department <ul style="list-style-type: none"> • Invoice questions • Payment terms • Account status 		T: 1.877.723.2878 (Press 4)