

## MSP Repair and Quotation Report Procedure [1/01/2025]

### Step 1

1. The MSP Manufacture Date and Model is identified by examination by Flowtech.
2. If the MSP age exceeds 10 years, it is tagged as **Non-Repairable**, and the customer will be advised via the MSP Repair and Quotation Report, to consider purchasing a New 'Repair by Replacement MSP' in lieu of repair.
3. Refer to Note 1 for information on 'MSP Repair by Replacement Strategy'.

### Step 2

1. If the MSP passes Step 1 and qualifies for Repair, a full examination of the MSP will be conducted to determine the scope of repairs [Repair Parts Codes] necessary to restore the MSP to full performance functionality.
2. If the Repair Price Quotation calculation exceeds 60% of a New and Current Model MSP Price, the MSP will be tagged as a **Non-Commercially-Viable-Repair**, and the customer will be advised via the MSP Repair and Quotation Report, to consider purchasing a New Repair by Replacement MSP in lieu of repair.
3. If the Repair Price Quotation calculation is less than 60% of a New and Current Model MSP Price, the MSP will be tagged as **Repairable-MSP** and the customer will be advised via the MSP Repair and Quotation Report to raise a **Repair Order**.

#### Note 1:

#### MSP Repair by Replacement Strategy

MSP Models are classified as Obsolescent Models once they reach 10 years of age since manufacture date, and as such will not be subject to ongoing repairs in event of damage or any other reason. All MSP's when returned to Flowtech will be evaluated in accordance with the above Flow Chart to determine both their repair status, and the most cost effective and commercially sound outcome overall for customers, in managing their MSP inventory over the following 10 years.

#### Note 2:

#### Learn about your MSP and how to Maximise Effective Service Life by up to 20+ Years

**Q.1** What is the expected lifespan for a MSP assuming no damage occurs? **Ans:** Up to 20 years plus if no damage occurs and that the MSP is returned to Flowtech for an Electronic Metering Module Battery Replacement Service before the MSP has exceeded the 10 years since the date of manufacture.

**Q.2** How often should MSPs be Recalibrated? **Ans:** In general service situations recalibration is not required throughout the MSP service life. Calibration is fixed in the meter microprocessor software which ensures that the meter will operate within the specified [Mean Maximum Permissible Error MMPE of +/- 2%] for the life of the MSP. An exception to this general standard is when there are specific rules or regulations in force, for certain MSP users, that stipulate that Calibration checks should be undertaken and reported on within specific timeframes throughout the MSP's service life.

**Q.3** What is the recommended MSP Servicing Timeframe? **Ans:** Periodic MSP servicing is not required. Except for damage, the MSP mechanical parts, have a design life of up to 20+ years service. The exception to this standard, is that the Electronic Metering Module Battery will need to be replaced once, and the appropriate time for this service will be either [1] when the LCD goes blank, or [2] as soon as the MSP reaches [**but not exceeds**] the **10 years since date of manufacture** milestone.