

Terms and Tariffs for Technical Staff - Installation and Commissioning of Machines

Skilled technicians will on request be available to the customers to assist with the installation and the commissioning of supplied machines. Our technicians have many years of experience in this special field and safeguard a fast installation in the shortest possible time.

With regard to a troublefree operation of larger equipment we also recommend to have the machines commissioned by our technicians.

The following terms and conditions apply for set-up, installation and commissioning:

a) The customers agree to take care and make available at their cost prior the machine set-up will start:

1. A team of handling workers, plumbers, locksmiths, electricians, qualified workers etc. as requested and specified by the machine suppliers.
2. Special tools, materials and transportation means required during installation and commissioning such as lifts, wooden logs, supports, cement, cleaning agents, sealing material, lubricants, electricity and cooling water.
3. Heating and lighting means as well as other utilities such as electricity, cooling water, steam heating, etc as specified by the suppliers will be available in the installation place.
4. Customers are to supply chemicals and cleaning agents required for tests when commissioning the machine.
5. Dry and lockable rooms providing space to store machine parts and components, materials, tools, as well as suitable working and rest rooms for our staff.

b) The customers should have prepared everything so that our technicians can start assembling the machine after their arrival without any interruptions nor delays. All machine sub-assemblies must be readily available in the workplace on site. Masons and/or carpenters must have terminated their works before.

c) If the installation and commissioning process will encounter delays caused by reasons which do not lie with the supplier's responsibility, all costs incurring for waiting hours and additional or repeated travel are to the customer's account.

d) We accept liability for our staff, only, and their correctly handling and installing all sub-assemblies and materials we supplied. We are not liable for any helper's work if not in direct connection with the supply and the machine set-up, should it especially be arranged by the customers without our prior consent nor approval.

Tariffs

For our staff we charge the following hourly tariffs for each working and waiting hour on a weekday during normal working hours:

- | | |
|-----------------------|----------|
| a) System engineer | € 102,00 |
| b) Service technician | € 81,00 |

and for each travel hour on a weekday during normal working hours:

- | | |
|-----------------------|---------|
| a) System engineer | € 94,00 |
| b) Service technician | € 73,00 |

sales domestic sales are subject to VAT).

Working hours

At present we regularly work 7 hours daily. Should it, however, be necessary for our installation crew to work longer than 7 hours a day, we charge the extra time at the following rates:

- | | |
|---|------|
| a) for the first 2 additional working hours a day | 25% |
| b) as of the 3rd additional working hour a day | 40% |
| c) for work on Saturdays | 40% |
| d) for night-work or night-shift work during 20.00h and 6.00h | 50% |
| e) for work on Sundays | 70% |
| f) for work on national holidays | 100% |

Travel/Technician allowance - (Germany)

Hotel accommodation according to hotel bill. Cost of food will be invoiced at the tax-approved flat rates.

We are allowed to increase these rates, subject higher expenses will incur.

Travel/Technician allowance - (abroad)

For travels abroad we only charge daily rates incl. of accommodation based on the costs incurring in the foreign countries in question.

Remote maintenance (via modem)

Per dial-in	€ 60,00
Working time additionally	€ 102,00/h
Augmented support, flat (incl. 30 min) from 31. min	€ 120,00 € 2,00/min

Travel expenses

We charge the following fares and mileages:

- | | |
|--------------------------------------|------------------------|
| a) Flights: | economy-class airfares |
| b) Train rides: | tourist (2nd) class |
| c) Mileage for car rides: | € 0,80/km |
| d) Mileage for van rides : | € 1,10/km |
| e) Mileage for KLN-truck deliveries: | € 1,55/km |

We reserve the right to decide on the most suitable transportation means.

Any extra costs for car-parking, luggage insurance, tool insurance, expenses for luggage transportation with public services are to the customer's account.

Price subject to alterations

We reserve the right to amend the above-mentioned rates in case of alterations of tariffs and expenses.

Completed work

The customers are obliged to hand over to our technicians a written confirmation that the contracted work was correctly completed and they are to approve the number of daily hours worked.

Installation carried out by the customers

Customers performing machine installations with their own services are recommended to have the set-up finally approved by one of our technicians. Otherwise we cannot warrant for a trouble-free operation of the machine.

Our warranty terms do cover damages caused directly or indirectly to the machine parts supplied and which could be put down to installation faults.

Miscellaneous

Should the customers engage third parties to carry out installation work while the machine is being set-up, our staff is not obliged to supervise the staff of a third company, unless otherwise stated and explicitly agreed upon.

Repairs at manufacturer's site

The costs incurring for transport of equipment and machines needing repair in our workshops to our site and for the return shipment to the customers are to be borne by the customers.

Payment terms and Court of Jurisdiction

Invoices made out for services rendered by our engineers and technicians are due for net payment within 2 weeks from the date of invoice. The customers agree and will accept the afore-mentioned tariffs on placing the order.

Court of jurisdiction is D-64625 Bensheim/Bergstraße.



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