

## LABPLAN LTD. GENERAL SERVICE AGREEMENT CONDITIONS

These are general conditions applying to this service agreement.

Specific terms and exclusions are detailed for each agreement type and equipment type in the current Service Brochure.

### A. COMPANY RESPONSIBILITIES

1. To carry out the terms and conditions of the agreement regarding preventative maintenance and emergency calls.
2. Preventative maintenance visits will be made at a mutually agreed time. However, the Company will have the overriding authority in scheduling such visits.
3. To use well trained and responsible field service engineers.
4. To advise the customer of any problems resulting from negligence, inexperience, lack of maintenance, misuse etc., on the part of the user(s) of the equipment.
5. To obey site/establishment rules and procedures where we have been advised of these.
6. To be sensitive to the customers needs, working conditions and priorities insofar as this does not conflict with the terms and conditions of this agreement.
7. To use its reasonable endeavours to provide an Engineer in response to a request for emergency service.

### B. CUSTOMER RESPONSIBILITIES

1. Customers premises and the condition of equipment/installations contained within the premises must comply with the current HEALTH AND SAFETY AT WORK ACTS and any other special regulations applicable to the particular type of establishment.
2. Equipment must be free from pathogenic, toxic and radioactive material before our engineers are allowed to work on it. This is also applies to equipment returned by a customer to our work-shop/factory. The customer must produce documentary evidence that decontamination has been performed if requested.
3. Adequate physical access to the equipment must be provided for service purposes.
4. Our service engineers should not be impeded from carrying out proper maintenance without due cause. If such impediment occurs and results in extra time or visits, then this will be charged at our normal rates.
5. To heed advice given on the proper care and use of the equipment.
6. Customer undertakes to indemnify and hold harmless the Company from and against all liabilities, losses, damages, costs, charges, expenses, actions, proceedings, claims, and demands incurred by or brought against the Company and arising directly or indirectly out of or in connection with any breach of any of any Customer's obligations to the Company or any wilful default or negligence on the part of Customer or any of its officers, employees or agents.

### C. EXCLUSIONS

1. The Company shall not be deemed to be in breach of this agreement to the extent that it is prevented from or delayed or hindered in complying with its obligations by any circumstances which are beyond its control or which it could not reasonably have been expected to control including (but not limited to) any act of God (fire, flood etc.).
2. The Company's liabilities shall not extend to wasted expenditure, loss of profit, increased loss or any indirect, consequential or economic loss, injury or damage.
3. Instrument problems caused by the use of non-Labplan reagents, supplies and spare parts are not covered by the service agreement. Additional charges are made for labour and parts required to rectify instrument faults arising from the use of non Labplan reagents, supplies and spare parts, or service performed by other than Company authorised personnel.
4. Our service agreements do not include updating, upgrading, or modification of instruments except where this is deemed by the Company to be a safety requirement.
5. The service agreement does not cover the maintenance required to be carried out by the customer and detailed in the appropriate instruction manuals supplied with the instrument.
6. Our service agreement prices are based upon normal use of equipment. If equipment is put to abnormal use then the agreement prices may be varied accordingly. By normal use we mean that the equipment is used within its stated environmental specification and that it is only required to operate within stated performance specifications.
7. The Company shall be relieved of its obligations hereunder in relation to an instrument if:
  - (a) The instrument is damaged through accident, misuse, theft, fire, water or neglect.
  - (b) The owner employs additional attachments, features or devices to the instrument (except those specifically authorised by the Company in writing or in its Customer Instruction Manual) or makes any alteration to the instrument(s) or carries out any maintenance of the same without the Company's prior written consent.
  - (c) The instrument has not been used in accordance with the instructions in the Operators Handbook. In addition, where the Instrument is controlled by or used in conjunction with Personal Computers and/or Interfacing or management software these are if required, service support should be arranged for these items through an alternative supplier.
8. Work carried out under a service agreement will be performed between 9am and 5pm Monday to Friday exclusive of National Holidays. Work done outside these times will be by mutual agreement and may be charged for.
9. All services will be suspended automatically if service agreement invoices have not been paid 30 days from date of issue.
10. These general conditions supersede, exclude and extinguish (and Customer shall not rely on and the Company shall not be liable under) any other warranty, condition or representation whatsoever in relation to the services provided by the Company.
11. **ACCEPTANCE**  
The Company reserves the right, at its discretion to inspect any equipment prior to acceptance for inclusion in any Agreement, if the equipment in question has not been supported under any Labplan maintenance program in the period immediately preceding the request for inclusion on the agreement. The inspection and any remedial action required to bring the equipment to an acceptable standard, is, at the discretion of the Company chargeable at current rates.
12. This agreement is not transferable without prior written consent of the Company.

### D. CANCELLATIONS

Service agreements may be cancelled by either party giving three months notice. A pro-rata refund or credit will be issued to a customer in such a case.

### E. PAYMENT

Prices are exclusive of VAT and payable in advance.

### F. ADDITIONAL CHARGES

Extra charges may be made for time taken to attend on site safety briefs/presentation carried out by customers.

Effective: 1<sup>st</sup> January 2001