

IMA Machine Preventative Maintenance Annual Service Contract

INTRODUCTION

IMA Schelling is constantly working to provide our customers with the highest form of service possible. This takes a cooperative effort on the part of us and our customers to achieve this goal. Maintenance is an ongoing process that battles against time for production. We recognize that maintenance cannot always be the highest priority for our customers because you must run production to meet the deadlines and needs of your customers. In an effort to offer excellent service and maintain your IMA machinery at its highest level of productivity, IMA Schelling would like to offer the service plan listed below. This plan offers the customer a discount on services and parts by planning ahead.

WHAT IS COVERED?

- ⇒ (1) On-Site Service Visit (includes labor and travel expenses)
- ⇒ 10% discount on additional labor requested while technician is onsite
- ⇒ 10% discount on parts ordered during visit

PLAN SPECIFICS

Service Visit: A technician will be scheduled to visit your saw once (1) during the year for a full inspection, adjustment, and evaluation equaling 8 hours for the visit. This visit will be documented by means of a Preventative Maintenance Check List and Service Report that will be sent to you once the service is completed. During the visit, the technician will make machine adjustments where possible, look for wear and tear on the machine, submit a recommended spare parts/upgrade list in writing and perform and check preventative maintenance procedures. The customer agrees to have one maintenance person for training and assisting purposes on site during the visit.

Additional Labor Discount: 10% discount on additional labor hours needed beyond the agreed upon 8 hours. Labor discounts do not apply to major upgrades. **Any service work needed in addition to what is outlined in the Preventative Maintenance Checklist must be scheduled ahead of time with the IMA Schelling service department.**

Parts Purchases: 10% discount on parts purchased during the service agreement visit. Parts can be ordered before the technician arrives, or while they are on-site.

Machine Type: This plan is specific to IMA Novimats and BIMA contour routers. There must be a unique contract established for each machine type.

CONDITIONS

Scheduling: The Preventative Maintenance (PM) service visit must be scheduled a **minimum (4) weeks before** the expected service date. It is the customer's responsibility to ensure each PM service visit is used during the contract period. A PM service visit can be performed after the end contact date, if the service is scheduled before that end date.

Parts: All parts purchased under this plan will be subject to a restocking fee.

Labor: The service agreement is designed to aid the customer in addressing maintenance items. Work performed under this plan does not imply a warranty period after the work has been completed. Direct repair work on the saw should be handled outside the agreement. This service visit is not to be used for anything other than preventative maintenance of your machine including the full inspection, adjustment and evaluation of the machine. **If the customer requires additional service beyond what is listed in the Preventative Maintenance Checklist, the on-site contact person MUST communicate this to the IMA Schelling service department when the annual visit is scheduled.**

Travel: Expenses related to travel are included for the (1) scheduled service visit outlined in the agreement. If additional days are required for paid service beyond what is listed in the PM Checklist, the customer is responsible for the extra costs of the hotel room and allowances.

Black-Out Dates: The following weeks are excluded from the list of available dates to schedule a Preventative Maintenance service visit. These weeks include:

- ⇒ Memorial Day (May 24th-31st)
- ⇒ Labor Day (September 1st-7th)
- ⇒ Thanksgiving (November 23rd-30th)
- ⇒ Christmas (December 24th-28th)
- ⇒ New Year's (December 31st-January 3rd):

PRICING

CONTACT OUR SERVICE DEPARTMENT FOR PRICING.

AGREEMENT

This service agreement is entered into by and between **Your Company Name Here** and IMA Schelling America, Inc.

The customer's signature below will hereby signify their acceptance and understanding of the conditions outlined within this agreement. This agreement is based on the machine(s) being in standard operational condition at the time service begins and pertains to services outlined in the Preventative Maintenance Checklist. Any additional services will be billed at Schelling America, Inc. normal rates and will include all associated travel allowances and expenses. The agreement shall be renewed annually unless either party gives at least 30 days written notice to the other prior to the anniversary date. The service agreement will be billed on the anniversary date and must be paid in advance. Any additional charges resulting from the technician's visit will be billed after the service visit.