



This Equipment Service Agreement between \_\_\_\_\_ (hereafter referred to as "Client") and *Henschel Andromat Inc.* (hereafter referred to as "ANDROMAT") is made and entered into upon the following date: \_\_\_\_/\_\_\_\_/\_\_\_\_.

The following equipment shall be maintained:

<b>Unit Model(s)</b>	<hr/> <hr/> <hr/> <hr/>
<b>Unit Serial(s)</b>	<hr/> <hr/> <hr/> <hr/>
<b>Notes</b>	

The Client maintains ownership of the above mentioned equipment and it is incorporated into this Equipment Service Agreement by reference only.

Under this agreement the Client would like the equipment to be maintained in good working order. Such a level of maintenance services will require periodic inspections.

ANDROMAT is in the business of providing equipment and maintenance services, and hereby agrees to provide the following maintenance services to the Client under the terms of this agreement:

All of the Equipment listed above shall be inspected and calibrated at the frequency of this executed agreement, all as per the Equipment's OEM maintenance manual.

The available maintenance service inspection frequencies and offerings are as follows:

<p><input type="checkbox"/> Yearly</p> <p><input type="checkbox"/> Bi-Annual</p> <p><input type="checkbox"/> Quarterly</p>	<p>Includes complete inspection of the following points, regarding fitness to operate of all systems: Overall Equipment condition(s), listing of any components needing replacement (with quotes for new or rebuilt parts) along with noting work performed or needed (with quote for suggested work/labor).</p> <ol style="list-style-type: none"> <li>1. Hydraulic             <ol style="list-style-type: none"> <li>a. Accumulator pressure</li> <li>b. Hydraulic system flow and pressure</li> <li>c. Hydraulic cylinder endplay                 <ol style="list-style-type: none"> <li>i. Shoulder cylinder</li> <li>ii. Elbow cylinder</li> </ol> </li> <li>d. Cylinder dampers set</li> <li>e. Visually inspect condition of all hoses, pipes, and connections.</li> <li>f. Verify hydraulic system cleansed per specification.</li> <li>g. Verify HFC fluid/water ratio per specification.</li> </ol> </li> <li>2. Lubrication             <ol style="list-style-type: none"> <li>a. Master arm</li> <li>b. Cabin</li> <li>c. Working arm</li> <li>d. Positioner unit</li> <li>e. Gripper unit</li> <li>f. Elbow cylinder pivot bearing</li> <li>g. Shoulder cylinder pivot bearing</li> <li>h. Hydraulic motor shaft bearings</li> </ol> </li> <li>3. Leak Detection             <ol style="list-style-type: none"> <li>a. Shoulder cylinder and fittings</li> <li>b. Elbow cylinder and fittings</li> <li>c. Azimuth motor seals and fittings</li> <li>d. Positioner unit</li> <li>e. Yaw motor seals and fittings</li> <li>f. Roll motor seals and fittings</li> <li>g. Pitch cylinder seals and fittings</li> <li>h. Gripper cylinder seals and fittings</li> <li>i. Elbow arm valve block seals and fittings</li> <li>j. Hydraulic manifold elements and seals</li> <li>k. Master arm reaction cylinder seals</li> <li>l. Rotational movement fittings</li> <li>m. High pressure filter</li> <li>n. Heat exchanger seals and fittings</li> <li>o. Accumulator seals and fittings</li> <li>p. Oil cooler seals and fittings</li> <li>q. Fluid reservoir seals and fittings</li> <li>r. All hydraulic lines and hoses</li> </ol> </li> </ol>
--	--

	<ol style="list-style-type: none"> <li>4. Electrical       <ol style="list-style-type: none"> <li>a. Visually inspect wire and cabling</li> <li>b. Proper E-Stop functionality</li> <li>c. Terminal strip contacts secure</li> <li>d. Electronic control cards secure</li> <li>e. Push buttons switches and lamps functional</li> <li>f. Control relays functional</li> <li>g. Warning siren operational</li> <li>h. Control card voltages verified</li> </ol> </li> <li>5. Mechanical/ Fasteners       <ol style="list-style-type: none"> <li>a. Hydraulic base plate secure</li> <li>b. Electric motor secure</li> <li>c. Manipulator base plate secure</li> <li>d. Operator seat secure</li> <li>e. Master arm linkages secure</li> <li>f. Work arm mechanical connections secure</li> <li>g. Shoulder cylinder secure</li> <li>h. Elbow cylinder secure</li> <li>i. Azimuth drive motor secure</li> <li>j. Hydraulic manifold secure</li> <li>k. Positioner unit secure</li> <li>l. Oil cooler lamina free of debris</li> </ol> </li> <li>6. Machine Functionality       <ol style="list-style-type: none"> <li>a. Manipulator functions properly</li> <li>b. A/C functions properly</li> <li>c. Air cleaner functioning properly</li> </ol> </li> <li>7. Product and upgrade training and familiarization for operator and maintenance personnel</li> <li>8. Complete written reporting with formal quotation for any components and/or labor suggested/needed</li> </ol>
<p><b>Service Agreement Extras</b></p>	<ol style="list-style-type: none"> <li>A. Discount of Labor &amp; Travel on Service Agreement visits</li> <li>B. Discount of Spare Parts Ordered from Service Agreement visits</li> <li>C. Discount on Additional Scheduled on-site repair service calls</li> <li>D. Discount on Emergency on-site repair service calls</li> </ol>

<p><b>Service Agreement Savings</b></p>	<p>Yearly Agreement – 10% Reduction in Labor Rates, 3% on components*          Bi-Annual Agreement – 15% Reduction in Labor Rates, 4% on components*          Quarterly Agreement – 20% Reduction in Labor Rates, 5% on components*</p> <hr/> <p>*Reduction in labor rates are for service agreement visits only.          *Discount on components are only for parts purchased in regards to service agreement visit follow-up reports/quotes.</p> <hr/> <p><u>Any</u> active service agreement holder will receive 10% discount on labor for <u>ALL</u> additional service calls during service agreement time period and 2% parts savings on components from the service call.</p>
---	---

In requesting for services provided by ANDROMAT as listed above the Client agrees to the following:

Please see “Terms and Conditions” as a part of this agreement.

This agreement is executed on \_\_\_/\_\_\_/\_\_\_ for services on a  Yearly  Bi-Annual or  Quarterly basis, with agreement expiring one year from this date.

In acceptance and acknowledgement between CLIENT and ANDROMAT:

\_\_\_\_\_ Date\_\_\_\_\_

CLIENT Signature of duly authorized representative of CLIENT

\_\_\_\_\_ Date\_\_\_\_\_

Signature of ANDROMAT



## Equipment Service Agreement



### Terms and Conditions:

1. After completing the service agreement visit, the Client will receive a detailed report of all findings, along with a quote for any suggested parts and/or services.
2. Service agreement visits to be scheduled at least 4 weeks in advance. Visit duration, days and times will be set when each visit is scheduled; all depending on number of machines to be inspected, accessibility of equipment, client working hours, availability, etc.
3. At service agreement signing, the Client will issue a purchase order for the selected level of service visits desired, attaching this signed agreement as conditions of purchase order.
4. Client's failure to schedule and complete any service visits during the term of this contract (at no fault of Henschel Andromat, Inc.) will result in a charge of \$1,000.00 USD and forfeiture of all labor and component discounts.
5. Any tooling, consumables, etc. required for service and inspection shall be provided by the client.
6. Services will be invoiced upon completion of service agreement visit, and will be due net. All outstanding due Client invoices must be paid in full before any service calls or work may be performed.
7. Prevailing published service & travel rates attached to this service contract will be in effect for the duration of this agreement.
8. Client will be billed for actual travel and living costs associated with each service visit (copies of actual expense invoices will be provided).
9. Discount on components are for ordered components/parts directly offered/quoted in service agreement follow-up reports only. Quotes will be sent within 5 working days of service agreement visit; with quote and discount being valid for a period of 30 days.
10. Any active service agreement holder will receive 10% discount on labor for ALL additional service calls during service agreement time period and 2% parts savings on components from the service call. 10% labor and 2% parts is NOT in addition to any other discounts.
11. This Entire Agreement is listed herein and may only be changed or cancelled with written approval/acceptance by both parties.

---

### SERVICE RATES

#### Travel:

Client will be billed for all actual travel and living costs associated with service  
Client will receive copies of invoices

#### Travel Time:

\$800 per day (regardless of hours) Monday through Friday (except holidays)  
\$1,200 per day (regardless of hours) Saturday/Sunday and holidays

#### Service Time:

\$1,200 per day (8 hours) Monday through Friday (except holidays)  
Extra hours or night work (10 pm – 6 am) billed at \$225 per hour  
\$1,800 per day (8 hours) Saturday/Sunday and holidays  
Extra hours or night work (10 pm – 6 am) billed at \$337.50 per hour

All payments are due net upon completion of work and submission of invoice. In certain instances due to scope of work and length of time of service required deposits/down-payments may be assessed.