

Schedule 3.3 – Maintenance and Breakdown Services

AGREEMENT NUMBER:	
PROJECT REFERENCE:	
No. of PLANNED VISITS	

	Service Options	Included
1	Planned preventative maintenance visit and remote technical support	
2	Inclusive breakdown call out labour cost	
3	Inclusive hardware replacement cost	
4	Inclusive remote technical support	

1.0 Maintenance Service

- 1.1 From the commencement date of this Agreement for an initial period of the minimum term and thereafter, TMS will undertake planned preventive maintenance (PPM) of monitoring sensors in Customer's Monitored Equipment, located at Customer's sites that were listed during the system installation or are otherwise agreed in writing to be included under this Agreement.
- 1.2 TMS commitment under the terms of this Agreement is to provide yearly PPM service visits to the Customer's facility on pre-agreed dates. The number and duration of planned visits will be as detailed in this Agreement.
- 1.3 As a service option TMS will provide an inclusive hardware replacement service where the cost of replacement hardware has been included in the overall service charge.
- 1.4 The dates of the PMM work will be pre-agreed with the customer before our engineers visit site.
- 1.5 If we attend site on the agreed dates and are unable to perform our PMM work for reasons outside of our control. This may result in extra charges being levied in the form of return visits.
- 1.6 If due to changes in Customer's facilities the TMS engineer identifies the need for the installation of additional wireless signal repeaters. These will be supplied and installed following receipt of a formal purchase order to cover the work.
- 1.7 **"Inclusive Working Hours"** under the Agreement means between the hours of 08:30am to 05:30pm 7 days a week. **"Working Hours"** under the Agreement means between the hours of 08:30am to 05:30pm Monday to Friday. **"Working Days"** under the Agreement means Monday to Friday excluding weekends.
- 1.8 The shipment of parts KPI is predicated on requests for replacement equipment being received prior to 12:00pm on a working day.
- 1.9 If we elect to utilise the services of specialist sub-contractors to undertake the service provision in part or in whole then this will be communicated to the customer prior to any work being undertaken.
- 1.10 In respect of a Warranty claim against TMS manufactured hardware the following will apply:
- i Exchange units will be despatched free of charge to the customer for replacement by Customer in accordance with the stated KPIs. The failed unit must be returned to TMS within 14 days of receipt of the exchange unit or additional charges will apply.
 - ii If deemed necessary by and at the sole discretion of TMS, a field technician will be scheduled to attend site to affect a repair in accordance with the stated KPIs.

2.0 Service Process

- 2.1 Two weeks prior to attending site we will send the customer a list of all probes that we have on record that we are intending to maintain during our visit. The customer should review this schedule and notify us of any anomalies or changes to the list that we should be made aware of.

- 2.2 Our technicians will undertake their work in accordance with our standard SOP QD-857 and will require exclusive unrestricted access to customer fixtures in small groups. During the actual maintenance process these fixtures will be unavailable to the customer's staff until our work has been completed.
- 2.3 Our technician will need to freely access the monitoring probe within the Monitored Equipment and this may require customer staff to assist by emptying a fixture if requested to do so. Our technicians are not permitted to remove product from any fixture.
- 2.4 In extreme circumstances, due to the build-up of ice, it may not be possible to carry out maintenance of probes on specific fixtures on the day. In these circumstances, we will notify you of the fixtures that may require emptying/defrosting and a further visit to site may be necessary to complete the maintenance work. Subsequent additional visits to site will be charged extra to the Agreement price.
- 2.5 If during a PPM and or break down service visit hardware outside of warranty is found to be faulty, then Customer will be notified of the costs associated with the repair. The faulty equipment will be repaired or replaced following receipt of a formal purchase order to cover the work.
- If this Agreement includes extended TMS manufactured hardware Warranty, then failed equipment will be replaced FOC (free of charge). For the avoidance of doubt "Extended Hardware Warranty" does not include third party products.
- 2.6 On request our engineer will attend site to resolve a system breakdown in accordance with the stated KP'Is.
- 2.7 On completion of planned maintenance and, or breakdown work a formal report of work carried out will be presented to the customer for signature. Copies of the signed reports will be issued to the customer with 10 working days of signature and a copy will be uploaded to the Customer's secure TMS website.
- 2.8 Calls for remote technical support will be actioned in accordance with the stated KPIs.
- 2.9 Replacement transmitter batteries will be provided on request FOC (free of charge excluding shipping costs) for onsite installation by customer. Requested visits for TMS to undertake battery replacement will be at an extra cost to the Agreement.

3.0 Service Levels

- 3.1 TMS
- Pre-agree dates of site visits with customer.
 - Remote diagnostic analysis of monitoring panels, repeaters and transmitters.
 - Trouble shooting customer reported operational issues.
 - Battery life verification and reporting.
 - Validation of 2-way Ethernet communications.
 - Monitoring panel & repeaters AC power fail test.
 - Visual inspection and reporting on transmitters and sensors.
 - Validation of transmitter and repeater wireless signal strength.
 - Validate wireless transmitter and repeater error logs.
 - Update WARP operating firmware to current release level.
- 3.2 CUSTOMER
- Immediately notify TMS of changes to Monitored Equipment (relocation, retirement, change of use, etc.).
 - Notify TMS of any planned replacement of monitored equipment necessitating sensor re-installation.
 - Provide TMS with all reasonable support and access to the onsite Monitored Equipment being maintained.
 - Sign off presented work reports.

4.0 Key Performance Indicators

- Non-inclusive remote technical support response - 48 working hours.
- Non-inclusive escalation and, or resolution of technical support issues within - 2 working days.
- Inclusive remote technical support – Same inclusive working day.
- Inclusive remote technical support escalation – 24 inclusive working hours from initial notification.
- Non-inclusive system breakdown response – 5 working days from initial notification.
- Inclusive system breakdown response – 48 working Hours from initial notification.
- Replacement parts under warranty despatch – 24 working hours (excluding third party products).
- Inclusive replacement parts despatch – 24 working hours (excluding third party products).
- Replacement parts out of warranty despatch – 72 working hours (excluding third party products).