

Schedule 3.5 – Extended Hardware Warranty

AGREEMENT NUMBER:	
PROJECT REFERENCE:	
DURATION OF WARRANTY:	

	Service Options	Included

1.0 Extended Hardware Warranty

- 1.1 From the commencement date of this Agreement for an initial period of the minimum term and thereafter, TMS will provide an extended Warranty on all TMS manufactured system hardware originally installed at Customer site 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 an extended Warranty on all existing installed TMS manufactured hardware at Customer sites.
- 1.3 For the duration of this Agreement failed TMS manufactured hardware will be repaired or replaced FOC (free of charge)
- 1.4 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.
- 1.5 The extended hardware Warranty does not cover the failure of equipment due to defects as a result of improper or inadequate installation by non TMS personnel, use or maintenance, actions or modifications by unauthorised third parties or Customer or accidental or wilful loss or damage. In which case the faulty equipment and breakdown call out will be charged extra to the Agreement price.
- 1.6 This extended Warranty does not cover third party products that include but not limited to:
 - CO2 and O2 gas transducers
 - Differential pressure transducers
 - Hi specification relative Humidity transducers
 - Specialist equipment panels
 - Specialist detection and alarm panels.

2.0 Service Process

- 2.1 A customer breakdown call will be logged through the companies Technical Response Team (TRT) details of the call will be passed to the appropriate engineer to action the call.
- 2.2 The allocated engineer will liaise with the customer to assess the reported problem and decide on the most appropriate action to resolve the problem.
- 2.3 Either replacement hardware will be despatched to site or a field technician will be scheduled to attend site to resolve the issue.
- 2.4 Our technician will need to freely access our monitoring hardware within the Monitored Equipment and this may require customer staff to assist by de-stocking a fixture if requested to do so. Our technicians are not permitted to remove stock from any fixture.



- 2.5 In extreme circumstances, due to the build-up of ice, it may not be possible to carry out effective repairs on specific fixtures on the day. In these circumstances, we will notify you of the fixtures that may require de-stocking/defrosting and a further visit to site may be necessary to complete the Warranty work.

Subsequent additional visits to site will be charged extra to the Agreement price.

- 2.6 On completion of Warranty 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 secure customer web pages.

3.0 Service Levels

3.1 TMS

- Respond to Warranty breakdown claims as per the stated KPIs.
- Resolve Warranty breakdown claim within stated KPIs.
- Issue a detailed breakdown report on completion of work.

CUSTOMER

- Provide TMS with all reasonable support and access to the onsite Monitored Equipment.

4.0 Key Performance Indicators

- Initial response to a customer breakdown call – Same working day.
- Replacement hardware under Warranty despatch – 24 working hours (excluding third party products).
- Field technicians site attendance to repair or replace equipment – 48 working hours from initial notification.