

## SERVICE and MAINTENANCE AGREEMENT

Elpress service agreements provide higher operational reliability and increased security through periodic inspections of the crimping equipment.

The control means that the risk of unforeseen downtime is minimized by identifying any safety issues or malfunctions and recommending measures to avoid these problems.

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### Mark the desired service agreement level

For both levels Elpress guarantee a repair time of a maximum of 3 days.

(excl. transport time to / from Elpress Service Workshop)

☐ **Elpress Basic** - Preventive maintenance

- Overall inspection of the tool
- Function test
- Calibration and issuance of certificates

☐ **Elpress Advance** – Corrective maintenance

- Overall inspection of the tool
- Function test
- Calibration and issuance of certificates
- Free replacement of wearing parts\* at the time of service.

As a contract customer with Elpress Advance, you also receive a 10% discount on your existing price list for such parts that are not included in the above-mentioned category, wear parts\*.

\*What parts of a tool that's included as "wear parts" may differ between tools, contact Elpress service department to get information about what parts are included for your specific model.

## Service and repairs

If repair is needed, it is carried out at Elpress service workshop.

For repairs, hourly billing takes place according to price list and costs for spare parts will be added.

Equipment can be rented if the customer needs it until we have repaired and returned the original equipment.

Shipping is handled by the customer, or booked through Elpress for a surcharge.

Repairs and spare parts are charged separately.

## Completed agreement is returned to:

Elpress AB / Service

Frånövägen 3

SE-872 43 Kramfors

SWEDEN

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## Company information

Company name

Organization number

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Street address

Postcode, city, country

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Customer, name and telephone number

E-mail, for contact regarding service issues

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## Specifications for the tool covered by the agreement.

Model

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Serial number

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## Has the tool been in operation before?

☐ Yes, it has been bought second-hand or has previously been used within the company.

☐ No, the tool is brand new and has not previously been in operation.

**We hereby transfer to Elpress AB, that acc. planning, carrying out inspections and, if necessary, carrying out repairs.**

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**ELPRESS AB**

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VAT No. SE 556031560701

Företaget har F-skattebevis

Bankgiro/

Handelsbanken

BIC (swift): HANDSESS

IBAN: SE18 6000 0000 0006 0344 2552

480-5057

**Terms & Conditions:**

For general terms and conditions that are not regulated in this agreement, Elpress AB refers to Orgalime M2000, General conditions for maintenance. If points are regulated in both "Service and maintenance agreements" and Orgalime M2000, then it is without exception "Elpress Service and maintenance agreements" that must be complied with.

**Payment terms:**

30 days net after invoicing. All prices stated excluding VAT.

**Delivery terms:**

FCA, acc. to Incoterms 2010

**Contract period:**

The agreement is valid from the date of signature of the customer and runs for 1 (one) year.

An unsigned agreement has a validity period of 1 (one) month from the date of issue.

For contract period, extension and termination, unless otherwise stated, Orgalime M2000 point 30 shall apply.

**Implementation / planning:**

The customer is responsible for ensuring that the recommendations made by Elpress, regarding the service interval for the tool, are complied with. (Service interval specifications can be found in the tool's documentation)

Signature

Place and date

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