

L. LAIR ON SITE SERVICE TERMS



1. Service confirmation(s):

To be processed, all service requests, even those covered by warranty for a complete system supplied by us, should be confirmed by sending an order by post in due form for acceptance prior to the selected date and/or time. Under warranty, the client's order shall be costed at €1 min. and recorded as such by our administrative departments until the technician returns and the service form countersigned by the client or, failing this, by the client's authorized representative on-site, can be examined (see para. 3). In the event of an estimated procedure lasting for more than 2 days, including travel, a sum of €1500 shall be required as a down payment for the order with immediate payment of our pro-forma invoice on receipt.

Any last-minute cancellation due to the client's decision or operation postponed by the client shall incur the full charge following fixed price ordered or €1000 extra charge upon any real dispenses still engaged according to the on-site operation order, if the service is cancelled less than 4 calendar days prior to the initially scheduled date.

2. Service terms:

For obvious reasons in respect of safety, insurance cover and smooth running of the procedure, the client undertakes to provide us for the duration of the procedure with a member of staff with the necessary expertise to ensure the overall operation of the systems to be serviced and/or a translator as required for services outside mainland France.

3. Validity terms:

The client or, failing this, the client's authorized representative on-site, undertakes to countersign an authentic service form drawn up by our technician on-site at the end of the procedure. This form referenced on the basis of our project code shall include the type of service, the equipment undergoing servicing, the location of the equipment on the site, the name and number of technicians present on-site, the departure time from L.LAIR, the arrival time on-site, the time spent on-site to complete the procedure (*for any work not covered by a flat rate*), the type of work carried out, the departure time from the site and any reports deemed to be important by our technician(s).

4. Terms of implementation:

To avoid wasting any time on-site, or extra travel due to a lack of preparation and thus unforeseeable extra charges prior to the service, at the time of final confirmation of the service date, the client shall undertake to ensure that the following items are dealt with:

- **Access :**
All measures should be taken to enable access to the equipment to be serviced under normal safety conditions (removal of debris, thermal insulation of any hot spots, mechanical protections, etc.), convenient, conventional and normal access (work platform, ladders, doors, safety loops, etc.).
- **Fuel :**
Sufficient quantity of fuel supplied at the correct pressure, to the manual shut-off valve in the gas fittings covered by our supply.
- **Connections :**
Other than the connections made on-site if the equipment is installed by us, all other connections not included in our service should be blanked and/or sealed. (Electricity, air/gas fittings, electrical boxes and cabinets, control systems, probes, etc.). Power supplies and correct utility (air, gas and electric) power protection at terminals.
- **Process :**
Connections and satisfactory operation of all fans not included in our service (direction of rotation, currents, flow rate, pressure, etc.). Satisfactory operation of setting devices such as flaps, dampers, sliding valves, splitters and all intrinsic control devices in these components. Clean filtration, in accordance with the modes and temperatures required by the process. Balanced air flow.
- **In general :**
The equipment and/or machine on which the equipment, covered by our service, is installed or is to be incorporated, should be ready, totally safe, in accordance with EC regulations, the applicable machine specifications and directives and entirely at our disposal throughout our service.

Under these very specific conditions, we can clearly and categorically guarantee the service quality that you expect from L. LAIR Company.

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