

# WESTCAM

## Machinery support agreement

- (I). **WESTCAM TEAM AVAILABILITY:** team will be available on Austrian working days from:  
Monday to Thursday from 9.00 to 12.00 AM and 2.00 to 4.00 PM (CEST) and Friday from 9.00 to 12.00 AM and 2.00 to 3.00 PM (CEST). Response time is limited to one (1) Austrian working day.
- (II). **INCLUDED IN ABOVE MENTIONED SUPPORT AGREEMENT:** Helpdesk-support includes all basic needs, trouble analysis and software updates. Continuous support including telephone, E-Mail and remote connection via internet during the usual business times (see section (I)). The response time is limited to a maximum of 1 Austrian working day. Supporting hours are during the core working times of the company WESTCAM
- (III). **SOFTWARE UPDATES:** are included as developed by WESTCAM, both in content and timing, with regular updates and new software releases to address errors. Excluded are new requests and customisation requests. The installation of updates has to be executed by a WESTCAM technician charged separately. Maintenance customers are entitled to install new releases and all available updates during maintenance contract persistence. Software updates for functional operation are included, but not for new features
- (IV). The limited support is only available for the **TMM's and the TSB.**
- (V). **TSM's and TCM support is NOT included in the maintenance contract.** If defects appear, support will be charged separately on time and material basis with charge of EUR 165,50 per hour.
- (VI). **OTHER CHANGES/REQUIREMENTS:** Specific desires / changes (not corrections to malfunctions/failures), will be considered special support items (not included in this agreement) and for this taxed separately with previous quotation and separate approval. Initial production process, production optimization as well as Gripping is not included in this agreement and will be charged as shown in (X).
- (VII). **SPARE PARTS/REPLACEMENTS:** are **NOT** included, also due to technical failures (customer accepts a no claim policy from this agreement for WESTCAM, due to previous situation).
- (VIII). **SPARES LISTING/PROVISION:** A detailed list of possible replacement parts will be defined between parts, which WESTCAM will provide for maintenance issues, payable fully apart from present agreement. The prices are valid until the validity time mentioned in the offer and may be subject to change if the validity date exceeds the actual purchase date. Robot services is not included in this list. The customer has to clarify the maintenance plan with the robot manufacturer directly.
- (IX). **LOCAL SPARES SPECS/SUPPORT:** Support will be excluded (specifications, recommendations, etc.) to find local suppliers attending quality levels, for commercial replacement parts (pneumatic, electrical, etc.)
- (X). **ONSITE SERVICING, TRAVELLING and additional services:** costs are not included in the limited support agreement. Training or installation at the customer excluding expenses:
- travel costs per km à EUR 1,10 including travel time
  - air or train fare on billing on, excluding travel time EUR 69,00 per hour
  - fixed rate for overnight EUR 90,00
  - fee for additional service or training work EUR 165,50 per hour