



## DESCRIPTION AND CONDITIONS OF NPC SERVICE

### GENERAL SERVICE CONDITIONS

1. In order to make use of NOYEN services, the Ordering Party should make a report:
  - a) by e-mail to the address: [serwis@noyen.com](mailto:serwis@noyen.com)
  - b) by telephone to the number: +48 81 44 00 900
2. The reports will be accepted on workdays between 8 AM and 4 PM Polish local time. Reports sent on holidays, Saturdays and Sundays included, will be registered on the next working day.
3. The Ordering Party must provide information in the report about the machine (machine name, serial number, production year) or its part, as well as a description of the problem and symptoms of a malfunction.
4. The report is considered as finalized with the moment it is confirmed by NOYEN in an e-mail, or after 24 hours from the Ordering Party making a report on the phone, or from an e-mail message to the aforementioned address is registered.
5. After the report is confirmed, a NOYEN service technician will contact the Ordering Party and, if possible, provide initial instructions by telephone or e-mail.
6. NOYEN will perform machine diagnostics based on the information provided by the Ordering Party.
7. After the diagnostics related to the report are finalized, the Parties will decide on the date of the servicing activity commencement, as well as on whether the machine can continue to be used, or if it should be out of service until the servicing activity is finalized.
8. After receiving access to the machine through online means or in the place where the machine is installed, on the date that had been decided on by both Parties, the NOYEN service technician will start the servicing activities.
9. After the servicing activities are finalized, the NOYEN service technician will provide feedback that the machine is ready to work.
10. It is assumed that the person submitting the report and/or making the machine available to the NOYEN service technician is authorized to accept servicing work, as well as accept the conditions and prices of work described in this document on behalf of the Ordering Party.
11. NOYEN will commence the servicing activities after the report submission is confirmed, holidays excluded.
12. Any action undertaken in order to diagnose and remove the cause of the report is considered a commencement of the servicing activities.
13. NOYEN declares that the malfunction repair time is no more than 5 working days if the Ordering Party has a set of replacement parts that NOYEN had listed before. If the Ordering Party had failed to obtain the aforementioned set of replacement parts, the malfunction repair time will be no longer than 14 working days from the final diagnosis, on condition that the required spare parts are available.
14. NOYEN retains the right to inform the Ordering Party that, due to unavailability of replacement parts, performing the repairs in the aforementioned timeline would not be possible and therefore NOYEN would not be liable for failure to perform duties listed in this document in a timely manner.
15. In particularly justified cases, if despite due diligence it is not possible to finalize the servicing activities within the preestablished timeline, the Parties will set a new timeline to perform the servicing activities.



16. The Ordering Party is obliged to promptly provide all information related to the reported functioning of the machine or occurring malfunctions by e-mail or telephone.
17. After NOYEN commences the servicing activities, the Ordering Party is obliged to provide the NOYEN service technician with access to the machines at any point in time during the day on night, with prior confirmation the time with the contact person from the Ordering Party.
18. The Ordering Party is obliged to provide NOYEN employees with access to resources necessary to perform servicing work, with the exception of resources that require use of fire in an explosion risk zone.
19. The Ordering Party is obliged to provide helpers at the NOYEN employees' request.
20. The Ordering Party is obliged to properly dispose of waste generated as a result of servicing work.
21. The Ordering Party may request a machine technical inspection once every 12 months while this contract is in force, on condition that the minimal time between the inspections is 9 months.
22. The date of machine technical inspection shall be established at least 1 month in advance.
23. The technical inspection is performed on the basis of the machine Operations and Maintenance Manuals.
24. The cost of replacement parts qualified as worn or damaged during the inspection, as well as any other additional work the Ordering Party consents to that is not within the scope of the inspection, will be calculated in a separate invoice.
25. If servicing in the place where the machine is installed is required, the Ordering Party may use technical support in the form of a visit from a NOYEN service technician, on the date and time decided upon by the Parties.
26. The Ordering party may use the servicing support based on a separate order of paid service, the cost of which will be individually established with the Ordering Party.
27. NOYEN provides warranty for the servicing work according to this contract for a period of 6 months. The warranty period begins on the date the Ordering Party is informed (in any manner) that the servicing activities had been finalized.
28. The aforementioned warranty for servicing work covers exclusively the right to redo the servicing, defined as repairs with part replacement.
29. The servicing work warranty does not cover damage caused by parties other than NOYEN interfering with the machine or its parts without prior consent of NOYEN.
30. If the malfunction is not caused by incorrect performance of servicing work, NOYEN can, at the Ordering Party's request, repair the malfunction based on a separate order for paid service, the cost of which will be individually established with the Ordering Party.



## DESCRIPTION OF SPECIFIC SERVICES

1. **Noyen Auditor Review**  
A report after the visit of a service technician, pointing out the condition of key areas of the machine's work, i.e.: safety, operation, working condition, process quality. In case of inappropriate results, the report includes recommendations for improvement.
2. **Technical Support Hotline**  
First contact telephone technical support. The support is provided on the number: +48 81 44 00 900, on working days, 8 AM to 4 PM Polish local time.
3. **Report reaction time – within 24h**  
NOYEN will commence the servicing activities within 24 hours from the report acceptance – the reports submitted on weekends and holidays (according to Polish law) will be registered on the next working day after the submission.
4. **Repair realization time up to 5 days**  
Repair of the malfunction within 5 working days from the registration of the report (provided that the suitable set of replacement parts had been purchased).
5. **Online remote support**  
Remote troubleshooting thanks to online connection with the machine. The machine must be equipped with a remote access module.
6. **Process Technologist Support**  
Control over the process parameters thanks to consultations with the NOYEN technologist. The support is provided on the phone, on working days from 8 AM to 4 PM Polish local time, or via e-mail on the address [laboratorium@noyen.com](mailto:laboratorium@noyen.com).
7. **Machine service inspections**  
One service inspection in the Compact package and two service inspections in the Expert package (max. 1 per year) – the cost of NOYEN service technician work in the inspection covered by the price of the package. The cost parts listed as necessary to replace in the inspection accounted for in a separate order and invoice.
8. **Training discount [%]**  
10% training discount while the NPC is in force.

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9. Discount for the NPC service contract after expiration of warranty [%]  
10% discount for service support extension.
  
10. Inspection part discount [%]  
5% discount for all parts purchased for inspection.
  
11. Servicing discount [%]  
5% discount for the cost of travel and work of the NOYEN service technician for paid servicing.
  
12. Electric inspection  
Inspection of protective connection continuity and insulation resistance performed by the NOYEN service technician with necessary permits, confirmed with a compliance protocol according to norms in force.