

GENERAL TERMS OF INSTALLATION AND SERVICE WORKS

For new erections, our erector or technician can be sent at the earliest 2 weeks after receipt of customer's request and confirmation that all foundation works have been completed and that the machine has arrived at the customer's factory.

For service works scheduled in advance, the date has to be agreed upon at least 3 months earlier.

For urgent repairs we will send our technician, if possible, immediately after receipt of customer's request.

The following costs have to be borne by the customer:

Travelling costs:

Flight tickets from Munich, Innsbruck or Salzburg or railway ticket 2nd class, from Kufstein / Austria to erection site resp. nearest airport.

All further incidental costs (taxi or railway fares, incl. the transfers hotel - erection site - hotel, luggage charges, duties etc.) will be invoiced as „additional travelling costs“ with particular citation.

In case a car is used (if requested) we shall charge EUR 0,70 per kilometer.
Extra costs (i.e. tolls) in addition.

Travelling hours are invoiced at **EUR 50,-- per hour**.

Working costs (mechanical technician):

- EUR 80,--** normal hour
for working- and waiting hour (38,5 h week)
- EUR 100,--** 50% overtime
(between 6 a.m. and 7 p.m. and on Saturdays)
- EUR 120,--** 100% overtime
on Sundays and on holidays and for night hours between 7 p.m. and 6 a.m.

Working costs (electrical technician or application engineer):

- EUR 80,--** normal hour
for working- and waiting hour (38,5 h week)
- EUR 100,--** 50% overtime
between 6 a.m. and 7 p.m. and on Saturdays
- EUR 120,--** 100% overtime
on Sundays and on holidays and for night hours between 7 p.m. and 6 a.m.

The erection / service invoice is based on the number of working hours shown on our technicians working sheet, the working sheet being confirmed by the customer.

If the installation-works are separately mentioned (included) in a special sales-agreement the working time is based on 5 working days of 10 hours each or 6 working days with a maximum of 50 working

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hours in total during regular day shift.

Any overtime hours arising should be agreed upon between the customer and Zimmer Service, except there is a separate agreement between Zimmer and the customer existing.
The payment of overtime hours directly to our erector is not permitted.

Waiting hours during the erection due to incomplete foundation, lack of additional workers, lack of tools or material, will be invoiced as normal hours.

In case the work is delayed due to customer's fault for more than 14 days, we reserve the right to withdraw our erector.

In such case the travelling costs for repeated journey will have to be borne again by the customer.

Allowances (day and night):

The equivalent of EURO/day and EURO/night for boarding and lodging, plus hotel accommodation covering the whole period of stay and travelling time, has to be paid by the customer tax-free in local currency directly to our erector every 7 days in advance.

The customer has to organise and to pay the hotel accommodation. The allowance per night will be invoiced if the technician has travelling- or working hours on his time sheet between 10:00 p.m. and 6:00 a.m. (if customer is not paying the accommodation costs for this period).

For service works or service less than 7 days - incl. travelling time - the payment of daily allowance shall be effected for the whole period expected.

- The accommodation has to be in hotels of European standard - room with bath or shower.
- Room reservation has to be provided by the customer.
- We reserve the right to adjust working costs and daily allowance to the price situation existing at the time of erection / service.
- Taxes, duties or other expenses (i.e. visa, staying and working permits) in connection with erection works or services rendered by us, are to be borne by the customer.
- The necessary tools and according to requirement, the aid of mechanics, electricians and additional workers have to be provided at the disposal of our technician.
- For machinery erections a fork lift or a crane (lifting capacity at least 3t) and a levelling device have to be put at the erectors disposal.
- In order to avoid any waiting times all works to be carried out by the customer such as installation of water, steam and electric supplies be made simultaneously to the erection of the machine.
- It would be advisable that those people who will have to work with the machine later on, also participate in the erection works.

Otherwise the General Terms of Erection of the Association of Austrian Machinery and Steel Construction Industries in the version of January 1, 2002, will apply.

The Field Service Department
J. ZIMMER MASCHINENBAU GMBH
KUFSTEIN (AUSTRIA)