

PREVENTATIVE MAINTENANCE AGREEMENT



EXTENDING EQUIPMENT LIFE

Extended equipment life and efficient operation are direct benefits of selecting Kleentek to service and maintain your ultrasonic equipment. The regular servicing of your ultrasonic machine will deliver optimum cleaning results.

By following a preventative maintenance schedule machine downtime will be significantly reduced improving the reliability & integrity of your production processes. Our service contracts are customized for your equipment and operating parameters to help you get the most value from your investment in ultrasonic technology.

Like any equipment, ultrasonic tanks require appropriate maintenance and support in the field. Different industries require different levels of service, validation and calibration. Kleentek understands the needs of your industry and provides after-sales service to support this. Our factory-trained technicians are ready to serve you throughout Australia, New Zealand, Asia and the Pacific Region.

MAINTENANCE SCHEDULE

KleenTek service contracts are available on an annual, bi-annual or quarterly schedule.

PERFORMANCE VALUATION

Performance testing and validation by our Engineers provides peace of mind that the machine is cleaning effectively and delivering the results it should.

MAINTENANCE

Service contracts can include comprehensive repairs as well as pre-planned and preventative maintenance to ensure lasting performance and longevity of your ultrasonic cleaning system.

CALIBRATION AND UPGRADES

Your ultrasonic cleaning system will be fully validated and any available software or applicable hardware updates will be installed.

SERVICE HISTORY AND DOCUMENTATION

Any required documentation or service certification will be provided.



KLEENTEK

Advanced Cleaning Technologies

Service and Preventative Maintenance Agreement

The agreement is entered into between the following parties:

Total Tank Solutions Pty Ltd t/a KLEENTEK the “Service Provider”

ABN: 66 122 438 457

and

“The Customer” (As per the enclosed agreement)

Agreement Contents:

1. Cover Page
2. Customer Details Form
3. Standard Maintenance Routine
4. Terms & Conditions

SERVICE AND PREVENTATIVE MAINTENANCE AGREEMENT

Customer Name:

ABN:

Postal Address:

City:

State:

Post Code:

Phone:

Email:

Fax:

Equipment Location:

City:

State:

Post Code:

Equipment Schedule

1	S/N
2	S/N
3	S/N
4	S/N
5	S/N

Service Interval

Interval:

Service Cost (ex.GST)
(Excludes Travel & Parts)

Before signing please tick the box to confirm you have read the Terms & Conditions of this contract:

Agree:

Accepted for:

Signature:

Name:

Title

Accepted by:

Total Tank Solutions Pty Ltd t/a KLEENTEK

Signature:

Name:



STANDARD MAINTENANCE ROUTINE

Please Note:

Prior to a service quotation being formalised, all equipment subject to this agreement will be assessed and a customised maintenance routine prepared in general accordance with the schedule outlined below.

1. Machine Assessment

- 1.1. Initial visual evaluation & assessment of machine
- 1.2. Establish a base report and photograph

2. Generator & Transducer Assessment

- 2.1. Open covers & clean internals of generators
- 2.2. Test transducer frequency with an oscilloscope where required
- 2.3. Test transducers with LCR meter for inductance, resistance & capacitance
- 2.4. Tune generators where required for optimum performance

3. Controls Assessment

- 3.1. Test & measure the effectiveness of the ultrasonic tank's heater
- 3.2. Test & confirm heat sensor & controller
- 3.3. Check & confirm operation of weir overflows, pump, solenoid valves and filtration system
- 3.4. Check & confirm the liquid "Level Controller" is working within established parameters
- 3.5. Check analogue timer is operating correctly

4. Air-conditioning Assessment

- 4.1. Operational check of equipment Industrial air conditioners including cooling, fans and operation parameters.
- 4.2. Clean heat exchanger surfaces.
- 4.3. Confirm and validate refrigerant levels on industrial air conditioners

5. General Maintenance

- 5.1. Check and confirm cabling is correct
- 5.2. Check Insulation integrity of tank for effectiveness-repair where necessary
- 5.3. Open and clean pump strainers during each inspection - if applicable
- 5.4. Change filters where required.
- 5.5. Inspect and secure all electrical connections
- 5.6. Check solenoid valves for operation
- 5.7. Check air rams, hinges and handles (all lids and panels)
- 5.8. Check all panel earth connections are still connected

6. Chemical Assessment

- 6.1. Evaluation of chemical process efficiency & suitability with recommendations were necessary

7. Plumbing & Filtration

- 7.1. Check pump mounts for wear due to pump vibration
- 7.2. Check system for leaks – Tank corners, drain points, piping joints

8. Operational Test

- 8.1. Conduct full operational test of machine including conducting a cavitation test and report
- 8.2. Use cavitation meter to test ultrasonic effectiveness
- 8.3. Provide advanced training and operating procedures to machine operators where required



TERMS & CONDITIONS

KLEENTEK agrees to provide Preventative Maintenance and Servicing on the equipment designated under the Equipment Schedule and in accordance with the terms and conditions of this agreement.

KLEENTEK Preventative Maintenance shall be performed in accordance with a prepared program of standardised maintenance routines applied to your equipment. This will be performed by qualified KLEENTEK personnel, directly employed or supervised by KLEENTEK.

KLEENTEK will perform regular and systematic Preventative Maintenance, during normal working hours as outlined below.

GENERAL CONDITIONS

WORKING CONDITIONS

Normal working hours are defined as 8:00 a.m. to 4:00 p.m. Monday through Friday inclusive, excluding holidays.

ACCESSIBILITY

KLEENTEK shall be provided, in a timely manner, reasonable means of access to the equipment. The Equipment is to be prepared for servicing in accordance with KLEENTEK instructions that may include the pumping out of the chemical media and flushing of the system.

KLEENTEK shall be permitted to start and stop all equipment necessary to perform the herein-agreed services as arranged with your representative.

The Customer is to ensure KLEENTEK has access to the appropriate staff members when servicing the machine.

FORCE MAJURE

KLEENTEK shall not be liable for any loss, delay, injury or damage that may be caused by circumstances beyond its control including but not restricted to acts of God, war, terrorism, civil commotion, acts of government, fire, theft, corrosion, floods, freeze-ups, strikes, lockouts, differences with workmen, riots, explosions, quarantine restrictions, delays in transportation, shortage of vehicles, fuel, labour, spare parts, or malicious mischief.

LIABILITY

KLEENTEK shall not be liable for any business interruption losses or consequential or speculative damages, injury, loss or damage, direct or consequential arising out of the use or the ability to use the equipment that is the subject of this agreement.

COMPLIANCE

KLEENTEK shall not be required to complete safety tests, install new devices or make modifications to any equipment to comply with recommendations or directives of insurance companies, governmental bodies, or for other reasons unless specifically agreed too.

CUSTOMER SUPPORT

Phone assistance and support to evaluate and diagnose hardware or software issues will be available from 8:00 a.m. to 5:00 p.m. AEDT, Monday through Friday, excluding holidays.

UNAUTHORISED REPAIR

It is hereby agreed that no unauthorised repairs or attempted repairs of the equipment shall be made by The Customer, its employees, agents, or by third parties.

In the event that such unauthorised repair or attempts to repair result in a service being necessitated by KLEENTEK we shall charge for such additional required service, and The Customer hereby agrees to pay such additional service charges.

EMERGENCY SERVICE

When an emergency service is made at your request at times other than that at which we would have made a scheduled Preventative Maintenance call, and inspection does not reveal any defect required to be serviced under this agreement, we reserve the right to charge you at our prevailing service labour rate. After hours emergency service rate will be time & a half.

REPAIR AND REPLACEMENT OF PARTS

The replacement of normal wearing parts due to accumulated use or time does not form part of the service fee. Any parts or consumables will be charged separately of the service fee, and are to be agreed by the customer prior to ordering and installation. Any outwork contracted to complete the scope of works will be charged separately and must be agreed by the customer prior to the work being undertaken. All parts, which are removed from the equipment and replaced, shall become the property of KLEENTEK, unless agreed otherwise.

TRAVEL AND ACCOMMODATION

All travel costs are charged separately and do not form part of the service charge. KLEENTEK shall inform "The Customer" of the estimated travel, meal and accommodation costs for the service to be provided before the service is undertaken.

TERMS AND PAYMENT

KLEENTEK payment terms are 14 days from the date of invoice. Payment can be made via cheque, direct deposit, direct debit or credit card.

For the succeeding years, the fee shall be increased or decreased, having regard to changes in KLEENTEK, labour costs, such adjustment to be made within thirty days of the anniversary date



of the agreement in each year, and failing agreement on such adjustment in writing, this agreement shall be terminated forthwith.

WARRANTY

KLEENTEK warrants its repairs for a period of one [1] year from the date of repair, if the replaced equipment or workmanship is determined to be defective, KLEENTEK will repair the defects at no charge for labour or parts.

This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, or modification of or to any part of the machine.

This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or repair by anyone other than those authorised in writing by KLEENTEK to service the Equipment

This warranty is in lieu of any other guarantee or representation expressed or implied. Any guarantee of marketability or fitness for any use or purpose is expressly excluded. KLEENTEK shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this Equipment.

CUSTOMER OBLIGATIONS

Customer acknowledges that following maintenance, repair or service of the Equipment that it will inspect such work and confirm that when received from KLEENTEK, the equipment was in good order and repair, and was in all aspects adequate, sufficient, and proper for the use for which it was intended.

The Customer acknowledges that it is its responsibility and at its own expense to keep the equipment in good, safe, and efficient working order, repair, condition, and in conformity with all, state and local laws and ordinances pertaining thereto.

The Customer shall not alter or modify the equipment in any way or permit anyone to damage, deface, or remove it or any part thereof. Should the equipment or any part thereof become other than as stated in the previous sentence, then it is Customer's responsibility to cease using the equipment and notify KLEENTEK.

KLEENTEK will be deemed to have no knowledge of such condition until notified by Customer in writing, and will have no obligation to remedy such condition until KLEENTEK agrees in writing to remedy such condition.

KLEENTEK shall have no responsibility, direction, or control over the manner of use, or operation of equipment by Customer, unless specifically retained in writing for such additional service(s).



ENTIRE AGREEMENT, APPLICABLE LAW

This agreement constitutes the entire agreement between KLEENTEK and The Customer. There are no promises or representations other than as above set forth. This agreement may only be modified or amended upon written agreement by the parties, executed by duly authorised officers or agents thereof.

The terms and conditions of the agreement are controlling and supersede any inconsistent or different terms contained in any prior interaction.

SPECIAL CONDITIONS

This agreement pre-supposes that all equipment covered by this agreement is in satisfactory working condition. Any equipment found in need of repairs upon initial inspection will be immediately reported to the responsible person with a written estimate stating the cost of such repairs. Should the repairs not be authorised within 30 (thirty) days the equipment will be eliminated from coverage and the agreement price shall be adjusted accordingly.

DETAILS FOR SERVICE OF NOTICES AND COMMUNICATIONS

Postal Address: PO Box 5289, Maroochydore, QLD, 4558
Email: technical@kleentek.net.au
Phone: 1300 79 73 79
Fax: 07 5443 6021
Web: www.kleentek.net.au

TERMINATION

This agreement shall remain in effect from year to year unless terminated in writing giving 30 days notice.

