



SERVICECAIRE AGREEMENT

Performance Test and Inspection Plan – Three Visit Agreement – 12 Month Plan

Pre-Requisite: None

Benefits Include:

- Three (3) Performance Test and Inspection Visits
- Discounts (10%) on Munters Spare or Replacement Parts
- Discounted Labor Rates on Billable Repair or Maintenance Visits
- Equipment Training during ServiceCaire Visit
- Written Service Report

Performance Test and Inspection Visit Scope of Work:

The following services are part of each ServiceCaire visit. The visit shall be scheduled on a mutually agreed date and must be completed during the plan period or within 30 days of the plan's expiration provided Munters has made a good-faith effort to schedule said visit. Munters reserves the right to consider all planned visits complete, closed, and/or subject to final invoicing at the expiration date of the contract if reasonable attempts to schedule those visits have been made by Munters. Services are performed by Munters-certified, factory-trained technicians who will:

- Perform a full analysis of the equipment's performance using calibrated state-of-the-art instruments, gauges, and tools.
- Inspect the equipment under contract and check for proper operation and mechanical function.
- Adjust valves, actuators, sensors, control units, and other equipment under agreement. Minor adjustments can be completed as time permits during a visit.
- Prepare a service report detailing modifications, service, or operating parameter change recommendations, and a list of items to be monitored. Recommended repairs, replacement parts, system modifications, and routine maintenance suggestions will be part of the service report provided within two weeks of a ServiceCaire visit.
- Provide training for site maintenance staff in the day-to-day operation of Munters equipment, including routine maintenance suggestions and clarifications, as well as troubleshooting and problem solving. Training must be arranged in advance by the customer, will take place unit-side during normally scheduled visits, and is limited to one hour per visit.

Parts Discount:

There is a 10% discount on all factory-supplied parts while a ServiceCaire Agreement is in effect. These parts are limited to vendor availability, and exclude consumable parts, discontinued items, parts for non-Munters equipment, etc. Discounted parts may only be used on the equipment under agreement. Parts availability and discounting are limited solely to Munters-supplied equipment.

Labor Rates:

Should the need arise for emergency service, repair work, or maintenance to be performed during the plan period, Munters' labor rates will be discounted per Munters' Contract Customer rates as listed on the current Billable Rate Sheet. This discount is for billable rates that would occur outside of regularly scheduled visits and beyond the normal scope of a ServiceCaire visit. Munters' prices are based on a standard five-day work week. Any services required (including travel time) on a weekend, holiday, or on overtime hours are subject to additional charges. A lead-time of two to four week notice for service technician availability and travel arrangements is required. Expediting requests may require an additional premium.

Support:

Technical troubleshooting and product support are available via phone on a twenty-four hour basis. Please contact our Service Call Center at 1-888-349-4335 during normal business hours or email TechSupportAirTUSA@munters.com.

Please note that all planned ServiceCaire visits must be completed within the plan period or within 30 days of the plan's expiration provided Munters has made a good-faith effort to schedule these visits. Munters reserves the right to consider all planned visits complete and closed and/or subject to final invoicing at the expiration date of the contract if reasonable attempts to schedule those visits have been made by Munters.

Munters Corporation – Business Area AirTech
79 Monroe Street, Amesbury, MA 01913 USA
Tel: 888-DH-WHEEL or (888) 349-4335

To order Parts: <https://www.munters.com/en/service/parts/>

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Upgrading to Include a Maintenance Plan:

Munters also offers a full Maintenance Plan to our customers to extend the time spent on the equipment during visits and increase the frequency of filter changes, belt and drive inspections, and seal maintenance. The Maintenance Plan covers preventive and routine maintenance checks as outlined in the Operating & Maintenance manual provided with the original equipment. Major equipment repairs, modifications, and spare or replacement parts are not included as part of the Maintenance plan.

For further information, please email one of our Service Representatives at: ServiceAirTUSA@Munters.com

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