

Specification of service and assembly activities of Mandík a.s. related to air conditioning units, No. 01-2015.

A. Supervising assembly of units:

- Ordered supervising assembly means supervision and counselling services for the staff at the customer carried out on the site of equipment installation done by an employee of the supplier (MANDÍK a.s.) who was requested and ordered for this activity by the customer.
- Documentation of the customer related to preparation of an offer for supervision assembly must include clear indication about which units, chambers, elements or other devices the supervising assembly concerns.
- Price for the supervision assembly has always been charged according to the applicable price list, according to actual costs (hours, transport, accommodation, etc....). In case of a tender prepared, the price has always been given as indicative one. That price may be adjusted to the real condition on the basis of the service protocol.
- Supervision assembly always has to be done on the basis of a written order given by the customer as well as a written acceptance of the order given by the supplier.

• Obligations of the supplier:

1. Provision of a professionally qualified person (staff) for the agreed date, including transportation of the staff to the place of performance of the supervision assembly, or also adequate accommodation.
2. Provision of professional guidance and counselling during assembly of units, chambers, elements or other devices by the staff Of the customer (Note: a worker of the supplier shall not do the assembly itself - he does only advice and guidance services)
3. The supplier shall not be liable for any damage caused by the staff of the customer or for any other damages occurred in the place of performing the supervising assembly.

• Obligations of the customer:

1. He shall order supervising assembly by the supplier at least 10 working days before commencing date of the supervising assembly, while stating the exact place and date (day, hour), commencement of performance by the supplier.
2. He shall ensure readiness of the construction (lighting, access, scaffolding, ladders, power supply, permissions for access to the construction for the staff of the supplier, etc...)
3. He shall provide the required number of persons for installation.
4. He shall provide the required tools, equipment and machinery (crane, etc.)
5. He shall organize unloading of units, parts, components from the means of transport and transfer them to the installation site (even when the transportation service is provided by the supplier).
6. He shall ensure proper assembly of chambers, components or other devices.

B. Installation (assembly) of units on the site:

- **Ordered assembly of the units means mounting of prearranged units, chambers, elements or other facilities on the site by the staff of the supplier.**
- **Documentation of the customer must include clear indication about which units, chambers, elements or other devices the supervising assembly concerns.**
- **Price of the assembly is always determined by a written offer of the supplier as well as its acceptance by the customer.**
- **Assembly always has to be done on the basis of a written order given by the customer as well as a written acceptance of the order given by the supplier.**

• **Obligations of the supplier:**

1. Provision of a professionally qualified person (staff) for the agreed date, including transportation to the place of installation, or also adequate accommodation.
2. He shall provide the basic tools required for assembly.
3. Assembling the required units, chambers, elements or other devices included in the offer.
4. The supplier shall not be liable for any damage caused by the staff of the customer or for any other damages occurred in the place of performing the assembly.

• **Obligations of the customer:**

1. He shall order assembly by the supplier at least 10 working days before commencing date of the assembly, while stating the exact place and date (day, hour), commencement of performance by the supplier.
2. He shall ensure readiness of the construction (lighting, access, scaffolding, ladders, power supply, permissions for access to the construction for the staff of the supplier, etc.).
3. He shall provide at least one of own persons who would be available to assist the persons of the supplier of installation and who would take over the works after installation.
4. He shall provide the required equipment and machinery (crane, etc.)
7. He shall organize unloading of units, parts, components from the means of transport and transfer them to the installation site (even when the transportation service is provided by the supplier).
8. If necessary, he shall provide all necessary permits for installation and all the necessary energies (water, gas, electric power etc.)
9. He shall carry out seating of the units and possibly other equipments on the site according to the project, after installation (assembly) of the units by the supplier.
10. He shall provide social facilities (toilet, WC, etc.) for employees of the supplier.

C. Commissioning the unit and the MaR system:

• **Ordering and commissioning of the unit and MaR system means carrying inspection, wiring of individual components, testing function of individual elements of the MaR system and training the staff on the site of installation by our staff.**

• **Documentation of the customer must precisely indicate which devices the process of commissioning are concerned + number of trainees of the operating staff.**

• **Price for commissioning the unit and system of MaR has always been charged according to the applicable price list.**

• **Commissioning the unit and MaR system always has to be done on the basis of a written order given by the customer as well as a written acceptance of the order given by the supplier.**

• **Obligations of the supplier:**

1. Provision of a professionally qualified person (staff), including transportation of the staff to the place of performance of the supervision assembly, or also adequate accommodation.
2. Provision of the basic tools and equipment required for commissioning the unit and the MaR system and training of operating personnel.
3. Inspection of testing and adjustment of individual elements of the MaR system (instrumentation), according to customer requirements and training of operating personnel.
4. The supplier shall not be liable for any damage caused by the staff of the customer or for any other damages occurred in the place of performing the assembly.

• **Obligations of the customer:**

1. He shall order commissioning of the unit and the MaR system by the supplier at least 10 working days in advance, specifying the exact location and date (day).
2. He shall ensure readiness of the construction (lighting, access, scaffolding, ladders, power supply, permissions for access for the staff of the supplier, etc...).

3. He shall provide the presence of an operator (or MaR person) for training for maintenance and operation of the unit and the MaR system.
4. He shall provide at least one own person for hand-over and take-over of the service.
5. The unit must be ready and assembled on the site (in accordance with installation regulations of the supplier); it must be connected to the HVAC duct (or other energies if needed), with connected elements of the MaR system and with supplied and connected power current.
6. Conducted initial electrical revision (or other initial revisions if needed) in writing.

Caution: In case of commissioning a gas appliance which is included in the unit (supplied by MANDÍK a.s.), the above-mentioned rules for commissioning the unit and the MaR system shall apply mutatis mutandis. Commissioning the gas appliance is not included in the process of commissioning the unit and the MaR system. It is therefore charged separately according to the applicable price list.

D. Installation of the MaR system and cabling on the site:

- **Ordered assembly of the MaR system means assembly of individual components of the MaR (instrumentation) per a unit, including the switchboard supplied by our staff for the procedure of cabling (the switchboard supplied by us must be located on the unit, not outside the unit).**
- **Documentation of the customer must clearly indicate which units and equipments are concerned in installation of the MaR system and MaR cabling.**
- **Price for installation of the MaR system and cabling has always been charged according to the applicable price list, according to actual costs (hours, transport, accommodation, etc....). In case of a tender prepared, the price has always been given as indicative one. That price may be adjusted to the real condition on the basis of the service protocol.**
- **This service always has to be done on the basis of a written order given by the customer as well as a written acceptance of the order given by the supplier.**

• Obligations of the supplier:

1. He shall provide a professionally qualified person (or staff), including transportation of the staff to the place of performance of the supervision assembly, or also adequate accommodation.
2. He shall provide basic tools and equipment required for installation of the instrumentation system of MaR and "cabling".
3. He shall install supplier-delivered components of the MaR instrumentation system, including routes and cabling on the unit, and those connected
With the switchboard delivered by the supplier. The switchboard must always be placed on the unit - obligation of the customer (this is also how looks the supply of our unit with the MaR system ordered including the cabling system in production).
4. The supplier shall not be liable for any damage caused by the staff of the customer or for any other damages occurred in the place of performing the assembly.

• Performance of customer:

1. He shall order assembly of the MaR system and cabling by the supplier at least 10 working days before commencing date of the assembly, while stating the exact place and date (day, hour), commencement of performance by the supplier.
2. He shall ensure readiness of the construction (lighting, access, scaffolding, ladders, power supply, permissions for access for the staff of the supplier, etc...).
3. He shall provide at least one person who would be available to assist the persons of the supplier of installation and who would take over the works after installation.
4. He shall provide required equipment (cranes, etc.)
5. He shall organize unloading of units, elements, components and other equipments of the MaR instrumentation system as well as the switchboard from transporting vehicles. These must be transported to the installation site (even if transportation is provided by the supplier). Then he shall assemble the units and place them on a location according to the project, including fitting them with the instrumentation components of MaR.

6. He shall provide electricity supply, electric revision and commissioning the unit and MaR system (commissioning the unit and the MaR system may be ordered at MANDÍK a.s. separately).

D. Warranty and after-warranty service of the units and MaR system:

- **Warranty and after-warranty service of the units shall be based on a written order and its acceptance (the order must always be prepared, even in case of a framework service contract concluded).**
- **Order for service must always specify the units, equipments, parts or components which are concerned in the desired service.**
- **Price for after-warranty service has always been charged according to the applicable price list.**
- **Carrying out warranty service is free of charge.**
- **Our offer of KJM service includes the following:**

• **Obligations of the supplier:**

1. Provision of a professionally qualified person (or staff), including transportation of the staff to the place of installation, or also adequate accommodation.
2. Basic tools and equipment necessary for the required service of the units and the MaR instrumentation system
3. Spare parts resulting from the general requirement for service of the units and the MaR system or specific parts resulting from an order.
4. Performing tasks leading to flawless repair a claimed defect; or performing a specific ordered service task or the tasks according to the order.

• **Responsibilities of the customer**

1. Written ordering the service (warranty and post-warranty) by the equipment supplier. The term of service performance is negotiated according to the agreement between the customer and the supplier.
2. He shall ensure readiness of the building (lighting, access, scaffolding, cranes, ladders, power supply, permissions for access to the construction for the staff of the supplier, etc.).
3. He shall provide at least one person who would be available to assist the persons of the service supplier and who would take over the works after installation (to be mentioned in the order).
4. Warranty service may always be exercised only by a person who purchased the unit from the supplier (presentation of the delivery note or invoice).
5. An order for service must also include:
 - a) contact person - name, phone number and address of the facility location
 - b) address of the facility location
 - c) serial number of the unit
 - d) detailed description of defect, or photos, video
 - e) submission of a report about commissioning, protocol and regulation; protocol for commissioning the gas appliance (when the device is included); all initial revisions (electricity, gas); operating log-book and reports of periodic inspections.

D. Annual regular inspection of the units and MaR system:

- **Annual inspection of the unit and the MaR system shall be carried out according to the rules and the list of actions of MANDÍK, a.s.**
- **Annual periodic inspection of the units and the MaR system shall be performed according to a written order (an order must always be done, even if a framework service contract has been concluded), including its acceptance.**
- **Order must always specify the units, equipments, parts or components which are concerned in the desired service.**
- **Price for annual inspection has always been charged according to the applicable price list.**

• **Obligations of the supplier:**

1. He shall provide a professionally qualified person (or staff), including transportation of the staff to the place of the annual inspection, or also adequate accommodation.
2. Basic tools and equipment necessary for the required annual inspection of the units and the MaR instrumentation system.
3. Spare parts resulting from the general requirement for service of the units and the MaR system.
4. Carrying out actions according to the rules and list of actions of MANDÍK, a.s.

• **Obligations of the customer:**

1. He shall in writing order an annual inspection by the equipment supplier. The term of service performance is negotiated according to the agreement between the customer and the supplier.
2. He shall ensure readiness of the building (lighting, access, scaffolding, cranes, ladders, power supply, permissions for access to the construction for the staff of the supplier, etc.).
3. He shall provide at least one person who would be available to assist the persons of the service supplier and who would take over the works after annual inspection (to be mentioned in the order).
4. An order for service must also include:
 - a) contact person - name, phone number
 - b) address of the facility location
 - c) serial number of the unit

All of the above specified provisions are applicable for business relationship between the customer and the supplier unless the specific contract states otherwise.

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