

General Terms of Installation and Service Works in USA + Canada

J. Zimmer Maschinenbau GmbH hereafter referred to as ZIMMER AUSTRIA.

Timeline / Planning

For new installations following is mandatory:

- The start of the ZIMMER AUSTRIA's technician/electrician/technologist deployment will be scheduled during the "Project-Kick Off Meeting", between ZIMMER AUSTRIA and the BUYER, 2-3 months prior to the installation date.
- Preparation of the installation site based on the "Project-Kick Off Meeting" and "Infrastructure Requirements" must be provided by the BUYER.
- Providing of agreed installation support (i.e. additional workers) and tools.
- The machine has arrived at the installation site.

For service works scheduled in advance, the date has to be agreed upon at least 2 months earlier.

- Preparation on site, required for the offered service works must be provided by the BUYER.

For urgent repairs ZIMMER AUSTRIA will send a technician/electrician/technologist, if possible, immediately after receipt of BUYER's request.

The following costs have to be borne by the BUYER, unless otherwise agreed

(concerns all installation and service works also during warranty period)

Travel expenses:

Following costs must be paid by the BUYER after invoicing by ZIMMER AUSTRIA:

- Flight tickets (economy and premium economy) from Munich, Innsbruck or Salzburg (and their changing/rebooking)
- Airport transfers from/to the airport in Austria/Germany.
- Railway ticket 2nd class
- Excess baggage
- Taxes, duties or other expenses (i.e. visa, staying and working permits) in connection with installation works or services rendered by ZIMMER AUSTRIA.
- In case a ZIMMER company-car is used, ZIMMER AUSTRIA shall charge **USD 0,96 per mile**.
- Extra costs (i.e. toll fees) will be invoiced as „additional travelling costs“.
- Travelling hours are invoiced at **USD 91,-- per hour**.
- In case a rental car is used, ZIMMER AUSTRIA shall charge the rental fee and fuel costs.
- All local transportations: from and to the airport, daily transfers hotel – installation site – hotel (if not arranged by the BUYER).
- The accommodation has to be in hotels of European standard – room (at least 3-star) with bath or shower and has to be paid and organized by the BUYER.
- Mandatory vaccinations e.g. yellow fever, hepatitis, ... as applicable in BUYER's country.
- Covid tests and other costs that may arise from special mandatory health care measures as applicable in BUYER's country.

Allowances (day and night):

The **daily allowance is equivalent of 75 USD/day** will be invoiced by ZIMMER AUSTRIA.

The **overnight allowance is equivalent of 57 USD/night** will be invoiced by ZIMMER AUSTRIA if the technician/electrician/technologist has travelling- or working hours on his time sheet between 10:00 p.m. and 6:00 a.m.

Standard working hour rates for all technician/electrician/technologist from ZIMMER AUSTRIA:

USD 155,--	Normal hour for working- and waiting hour (38,5 h week)
USD 195,--	50% overtime hours (on Saturdays and Mo-Fr between 6 a.m. and 7 p.m. if 38,5 h week is used up)
USD 234,--	100% overtime hours on Sundays, Austrian national holidays and for night hours between 7 p.m. and 6 a.m.
USD 155,--	Online service

- The installation / service invoice is based on the number of working hours shown on ZIMMER AUSTRIA's technician/electrician/technologist working sheet, the working sheet being confirmed by the BUYER.
- Any overtime hours arising should be agreed prior between the BUYER and ZIMMER AUSTRIA, except there is a separate agreement between ZIMMER AUSTRIA and the BUYER existing.
- The payment of overtime hours directly to ZIMMER AUSTRIA's technician/electrician/technologist is not permitted.
- Waiting hours during the installation 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 BUYER's fault for more than 5 days, ZIMMER AUSTRIA reserves the right to withdraw the technician/electrician/technologist.
- In such case the travelling costs for repeated journey will have to be borne by the BUYER.
- ZIMMER AUSTRIA reserves the right to adjust working costs and daily allowance to the price situation existing at the time of installation / service.

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

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