

APPENDIX A

List of Equipment and PM Schedule

S/N	ASSET TAG/BME CONTROL NUMBER	SERIAL NUMBER	DESCRIPTION	SUB SYSTEM	MODEL	DEPT/LOCATION	COMMENCEMENT DATE	EXPIRY DATE	CONTRACT PERIOD	TYPE OF CONTRACT*	FREQUENCY OF PM	SCHEDULE OF PM	COST Per PM	COST OF BATTERY/PM KIT	DEDUCTION FOR COST OF MISSED PM**
1															
2															
3															
4															
5															
6															
7															

* Comprehensive Contract, Labour Contract or PM Only Contract

**For missed PM, Payable Amount = (Cost to be invoiced for each applicable piece of Equipment after each PM) – (Deduction for Cost of missed PM). The “Deduction for Cost of missed PM” should be equivalent to the amount charged for PM only services.

Please Note:

If this column is not completed at the time of signing of the Agreement by the Contractor, then both Parties agree that the Company will not be obligated to pay the Contractor the Payable Amount.

APPENDIX B1

Components or Parts Charges

1. Components/Parts and Preventative Maintenance Kits Not Included in Contract Price Chargeable to the Company (For Comprehensive Contracts)

NO.	PART NO.	PART DESCRIPTION	FREQUENCY	QTY PER EQUIPMENT	Unit Price (\$)	APPLICABLE MODEL*
1						
2						
3						
4						
5						
6						
7						
8						
9						

*Cross refer to relevant "Model" as listed in **Appendix A – List of Equipment and PM Schedule.**

2. Preventive Maintenance Kits Charges (for Preventative Maintenance Kits NOT included in Contract Price)

NO.	PART NO.	PART DESCRIPTION	APPLICABLE MODEL	QTY	UNIT PRICE (\$)	FREQUENCY
1						
2						
3						
4						

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NO.	PART NO.	PART DESCRIPTION	APPLICABLE MODEL	QTY	UNIT PRICE (\$)	FREQUENCY
5						
6						
7						
8						
9						

3 Components/Parts Warranty Period

All replaced Components/Parts must carry a minimum warranty of three (3) months.

APPENDIX B2

Components/Parts (of individual value above S\$5,000) Chargeable to the Company (For Labour Contracts and PM Only Contracts)

NO.	PART NO.	PART DESCRIPTION	FREQUENCY	QTY PER EQUIPMENT	Unit Price (\$\$)	APPLICABLE MODEL*
1						
2						
3						
4						
5						
6						
7						
8						
9						

*Cross refer to relevant "Model" as listed in **Appendix A – List of Equipment and PM Schedule.**

APPENDIX C

Maintenance Standards (Service Level requirements)

Part A: Preventive Maintenance

1. Preventive Maintenance Checklist:

2. Maintenance Procedures/Standards

[The Preventive Maintenance shall include safety checks on mechanical components, calibration, alignment checks, electrical leakage tests and any other works necessary.]

The Contractor is required to perform without limitation all the items contained in the Preventative Maintenance Checklist contained above hereunder.]

Part B: Corrective Maintenance

3. Corrective Maintenance Warranty:

All Corrective Maintenance shall carry a minimum three (3) month warranty on the fault corrected. Within this period, if the same fault appears, the Contractor shall repair it at no cost to the Company.

4. Maximum Breakdown Calls: [Unlimited]

5. Response Time

The Contractor undertakes to adhere to the respond times specified in the table below :-

Service Levels	Labour	Comprehensive
Verbal Response (per event)	2 hours	1 hours
OnSite Response (per event)	Next working day	Within 4 hours

Note: "Hours" refer to office hours specified in the Transaction Schedule.

6. Maintenance Procedures/Performance Standards

The Contractor undertakes that the cumulative downtime of the Equipment shall not exceed the working days in each calendar year as specified in the table below. For the avoidance of doubt, downtime of the Equipment would include the situation when the Equipment is partially in use. E.g. user still able to use the Equipment even though 1 out of 5 functions is down and not functioning.

Service Level - Accumulated Downtime (per contractual year)	Labour	Comprehensive
	Not Applicable	18 days in each contractual year

Note: The Corrective Maintenance shall include safety checks on mechanical components, calibration, alignment checks, electrical leakage tests and any other works necessary.

Part C: Turn-around time

The Contractor will endeavour to repair and return any defective Equipment, part or component (whichever is applicable) within the specified days of collection of such item(s) stated in the table below and ensure that the repair and/or maintenance is complete and the Equipment is fully functional.

Service Level - Turn-around Time (per event)	Labour	Comprehensive
	10 calendar days, unless the ordering of spare parts are required.	7 calendar days

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Part D: Liquidated Damages/Service Credits

The Contractor will pay the following liquidated damages for failure to keep the Response Times and Turn-around Times

Service Levels	Labour	Comprehensive	Liquidated Damages / Service Credits
Verbal Response (per event)	2 hours	1 hours	Service Credits of S\$ 250 per incident per equipment
OnSite Response (per event)	Next Working day	Within 4 hours	Service Credits of S\$ 500 per incident per equipment
Turn-around Time (per event)	10 calendar days, unless the ordering of spare parts are required.	7 calendar days	Liquated Damages = 1% x (Total maintenance price of the applicable Equipment) x (Total no. of downtime in calendar days – no. of calendar days stipulated in service level for turn-around time)
Accumulated Downtime (per contractual year)	Not Applicable	18 calendar days	Liquated Damages = 1% x (Total maintenance price of the applicable Equipment) x (Total no. of accumulated downtime per contractual year – 18 calendar days) This service level shall be reviewed at the end of every contractual year.

Note:

1. The Service Credits shall be issued as a discount against the Company's payment for the Services for failed service levels.
2. The aforementioned liquidated damages will be subjected to a minimum of S\$500 and a maximum of ten per cent (10%) of the Contract Price per incident per equipment.

APPENDIX D

Checklist