



Instrumentos y Equipos C.A

The following number must appear on all related correspondence:

Order Acknowledgment No. N/A

| | |
|---|--|
| CUSTOMER ADDRESS: Demerara Distillers Limited P.O. Box 10510, Plantation Diamond E.B. Dem., Guyana T: (+592)-265-6000 ext. 3594 Attn: Deokumarie Ganesh Email: distillerypurchasing@demrum.com | SERVICE TO BE DONE AT: <i>Demerara Distillers Limited - Georgetown, Guyana</i> |
|---|--|

| RECEPTION DATE P.O. | SALES PERSON | SERVICE PERSON | REQUIRED BY | TERMS |
|---------------------|---------------|----------------|-----------------|-----------|
| XX/04/2023 | N. Carricatti | R. Lara | May 2023 | See Below |

| ITEM | Type SERV | DESCRIPTION SERVICES | RESPONSIBLE USER & LOCATION |
|------|-----------|--|---|
| 1 | PM | ANTON PAAR, Laboratory Density Meter DMA 5000 M, SN 83218996 | Michelle Davis-Grimmond, Distillery Lab |

CHECKLIST

| Item | Description | OK | Comments |
|------|--|----|----------|
| A | Preliminary Meeting with Responsible User for scope of work | | |
| B | Identification of Instruments involved on site | | |
| C | Checking functionality of Instruments in case of PM or CA | | |
| D | Identification of Consumables and/or Spare Parts on Jobsite if required | | |
| E | Checking Customer's Samples and Calibration resources available on Jobsite | | |
| F | Service provided, Troubleshooting, Sampling values | | |
| G | Preliminary Reports per instrument prepared, and satisfactory signed by end user | | |
| H | Final Meeting with Responsible User closing the services done | | |
| I | Suggestions or Special Notes | | |
| J | Final Official Reports per instrument prepared and signed by end user | | |

SERVICE NOTES:

1. TYPE OF SERVICES PROVIDED:

1.1. DF: Diagnostics, Functional Check

The instrument involved will be through detailed Physical Inspection, Trouble shooting, testing data of customer samples if required

1.2. PM: Preventive Maintenance

The instrument involved must be operational and in FULL working order after technician diagnostic and before service. A cleaning of fittings, cells and critical parts will be performed. The Preventive Maintenance Service will include on-site diagnostic, calibration and adjustment of instrument. The consumables needed for the preventive maintenance of the service job are included

The Annex for Consumables and parts involved for each instrument is detailed as part of Service contract. The old and/or used parts/consumables will be given to end user for their control

1.3. CM: Corrective Maintenance

All repairs under this agreement are to be made on-site at the Customer's location, unless requested otherwise. The spare parts to be used must be on Jobsite previous of arrival of technician, either on Customer's stock and/or hand carry by technician

After replacement of spare parts required, a preventive maintenance will be performed for instrument involved

1.4. LC: Laboratory Installation, Commissioning, Start-up and Training

INTECH will provide operational training at no labor cost during the on-site installation of a recently acquired laboratory instrument. This includes installation of laboratory instrument, commissioning when necessary, start-up and training of Customer users/technicians.

1.5. PC: Process Commissioning, Start-up and Training

INTECH will provide operational training at no labor cost during the on-site start-up of a recently acquired process instrument.

Process sensors MUST be installed in/at/on production line, electrical/data communication wiring MUST be performed and tested by CUSTOMER, before scheduling commissioning, start-up and training of users /technicians.

1.6. CAL: Calibration

The instrument involved must be operational and in FULL working order after technician diagnostic and before service.

Calibration Standards will be used, and Certificates involved, data before & after will be included on Final Official Report

1.7. RS: Remote Support

Telephone Assistance - Available between 8:30 am and 8:00 pm EST, Monday through Friday, excluding all declared Country, State and Company holidays. After hour phone support is available on a limited basis. This service will include, wherever practical, the diagnosis and correction of equipment malfunction(s) by telephone, modem, or internet.

2. REPORTS

2.1. Preliminary report will be issued per instrument involved the same day the instrument has been serviced. All preliminary reports MUST be signed on-site by Customer in acceptance of the job performed.

2.2. Final Official Report will be issued per instrument involved in the service proposal within 10 (ten) working days after service agreement has been finished. All final reports MUST be signed by Customer in acceptance of the job performed and MUST be sent to INTECH by email (sales@intech-ie.com).

2.3. Remote Support Records will be maintained by INTECH for customer revision of technical assistances provided

3. WARRANTY

3.1. If within the first Ten (10) days after **preventive maintenance** is performed, the instrument presents any issue, the issue will be evaluated. If replaced parts are the root of the issue, corrective maintenance job will be carried out at no additional charge.

3.2. **Corrective maintenance** in its scope are valid for Ninety (90) days from the start date unless otherwise indicated

3.3. **Consumables: No warranty**

4. PROVISIONS

4.1. Additional Equipment - In the event that additional instrument not currently listed in this working order is identified at the time of service visit, the equipment identified will be added to the coverage of this Job only with the consent of both parties by written. The technician will wait for authorization from INTECH for performing such additional services

4.2. In case a major damage is detected during the preventive/corrective maintenance, and electronic card or special spare part is required, the service technician will use the spare parts on Customer's recommended stock. In case lack of spare part required, it will be handled between INTECH and Customer, for ordering ASAP and solving situation in the best way.

5. EXCLUSIONS

This Working Order and services to be provided only includes the instruments detailed on this document.

Any other instrument with problems arising from lack of proper care as recommended by Manufacturers of Instruments, are not covered and not provided under this Job.

Authorized by
N. Carricatti

Date
09/04/2023
