

Auburn FilterSense On-Site Support

Scope of Support and Terms and Conditions (Rev Oct 2019)

General

Basic On-Site Support: Provides basic installation checkout and technical assistance for base sensors, instruments and controllers supplied by Auburn FilterSense. A review of the mounting, electrical connections and I/O out of the device and general operation will be provided. Basic set up, operation and any maintenance will be reviewed at the device. Advanced equipment support for higher function models, fieldbus communications, classroom training, signal analysis and EPA compliance training is not included.

Advanced On-Site Support: All Basic support, plus support for higher function instrumentation and controls, integration with other equipment, fieldbus communications, networking and software. EPA compliance training/consulting, stack testing support, process signal analysis and process performance analysis, all categories of classroom training and engineering projects are separate and additional services to Basic and Advanced Equipment Support.

For basic and advanced support, the role of Auburn FilterSense personnel is to observe, check and train at the device. Auburn FilterSense does not perform any installation, wiring changes, component changes, device removals or mechanical mounting changes.

- Pricing is flat rate and includes reasonable domestic travel costs, 1-half day of travel time, prep time and report writing.
- Pricing is per each engineer/technician.
- Pricing is based on 4 weeks advance scheduling; higher rates may apply for shorter notice. Annual or periodic packages are typically pre-scheduled for the year upon receipt of the purchase order
- There is a 1-day minimum charge, followed by half day min charges. A min of 6 hours on site will be one day. A min of 3 hours will be a half. Amount of time quoted is estimate only, if less a credit may apply, if more additional billing may apply.
- 8 hours max on-site per day (time and a half for weekday overtime and Saturday) (Sundays and holidays are double time).
- There will be no credit for time spent waiting for equipment to be installed.

Customer Requirements

1. The customer will have an engineer that will communicate directly with Auburn FilterSense including a pre-visit phone call.
2. The equipment must be fully installed prior to arrival unless the purpose is installation planning or guiding installers.
3. It is the customer's responsibility to ensure the installation meets all safety codes.
4. The customer will notify Auburn FilterSense of any safety training requirements and will provide notice before Auburn FilterSense provides a quote so it can account for added time necessary for required plant safety training.
5. The customer will provide Auburn FilterSense all safety equipment that may be necessary beyond safety glasses, disposable ear plugs and safety boots. Items such as hard hats, higher quality ear protection, dust respirators, personal monitors and other safety clothing must be provided by the customer. Upon proper notice Auburn FilterSense can purchase such equipment after being provided a specification, supplier contact and a purchase order to cover the item cost.
6. The project engineer or a qualified plant escort will accompany Auburn FilterSense personnel at all times.
7. The customer will ensure safe, readily available access to all equipment via permanent walkways and platforms.
8. A licensed electrician will be readily available to make all necessary wiring and component changes.
9. A process engineer will be available to review instrument and controller settings with Auburn FilterSense. Final decision and final setting of process control parameters and alarm set points is the responsibility of the customer.
10. Recommended spare parts should be purchased prior to Auburn FilterSense arrival. Auburn FilterSense personnel will not have spare parts.
11. If the installation is being performed by the customer, the customer is required to add Auburn FilterSense as an additional insured on its General Liability insurance with respect to the project. If the installation is being performed by a third-party contractor, the third-party contractor will be required to add FilterSense as an additional insured on its General Liability insurance.

Exclusions and Disclaimers

1. Warranty is not determined onsite. Items must be returned to Auburn FilterSense and evaluated. Returned material authorization required.
2. Auburn FilterSense's responsibility specifically excludes any direct supervision, management, regulation, arbitration and or measurement of customer's personnel, agents or contractors and work related thereto, nor does it include any responsibility for planning, scheduling, safety monitoring, management or quality of the installation.

3. Neither Auburn FilterSense nor Auburn FilterSense personnel shall have any responsibility of liability for any acts or omissions of the customer, its contractors, subcontractors, employees or agents relating to or arising from the project.

4. FilterSense will not be responsible for any delays in startup, lost production, EPA deadlines or adherence to EPA regulations.

5. This document for on-site support is in addition to Auburn FilterSense's Standard Terms and Conditions of Sale and Product Warranty.

Site and Visit Specific Items - Additional site or project specific items may be listed in a quotation.