



## ***GOLD SERVICE CONTRACT***

### **Introduction**

Our Gold Service Contract is designed to provide the customer the highest level of factory service for CVI viscometer systems and offer services to improve the value of their investment. A Gold level customer will receive preferred on-site preventative maintenance visits and repair of CVI equipment as well as emergency call responses, discounted accessory sales, training and software upgrades, when applicable.

Our mission is to assure maximum performance and minimum down time for your system(s). We will provide periodic advice by phone or visit concerning settings, by providing annual calibration to maintain system integrity as described below.

### **Gold Contract System Contract Coverage**

#### Gold Service Contract Annual Fees

Covering any system up to (20) CVI systems currently installed within a U.S. or Canadian facility –cost may vary per system per year.

Additional CVI systems may be added to the Gold Service program for an additional cost per system. This represents a 15% discount from our normal maintenance fee.

For new systems added to the Gold Service Contract an extension of the normal warranty is implied in addition to the other benefits described in this contract.

A travel zone charge will apply for each visit to a customer based on facility location.

### **Description of Gold Service Contract Activities:**

#### *Annual On-site Maintenance*

- Cambridge Viscosity Inc. will begin its activity by verifying correct installation on all ranges of the viscometer systems.
- Cleaning and inspection of all equipment supplied by Cambridge Viscosity Inc.
- Verifying factory settings, parameters and adjusting for optimum performance.
- For controls settings set by the customer additional consulting may be required. Consulting charges may apply depending on the extent of the time for evaluation and recommendations.
- Reviewing logged data to evaluate system performance and process stability
- Viscosity optimizing support from engineering personnel at Cambridge Viscosity, Inc. In most cases, the process optimization can be performed on-site. The customer service engineer will advise of any further assistance we may need to give and an estimate of costs involved, if any.
- Service report detailing findings, recommendations and outlining follow-up action plans
- System calibrations for each sensor based on one range per sensor.

All on-site work will be performed on a scheduled basis and may involve more than one day of activity. In such cases, the customer will reimburse the travel expenses only beyond the normal travel zone charge.

### **Other Gold Service Contract Features**

#### *Software Upgrades*

Periodic upgrades to standard systems will be offered to existing customers. Gold Service members will receive a free upgrade whenever a new upgrade becomes available.

#### *Parts and accessories discount*

A 15% discount on all parts or accessories for each system as long as the Gold Service Contract is in effect.

#### *24 hour Extended Phone Support*

Cambridge Viscosity Customer Service offers an extended telephone support program that provides a 24 hour response commitment plus an extended support capability of person-to-person support from the hours of 8am (EST) through 8pm (EST). A Gold Service Contract customer will receive special access cell phone numbers and special email access through the Cambridge Viscosity web site.

#### *24 hour replacement parts program*

Gold Service Contract members will be given 24 hour turnaround on most standard parts and accessories. Priority or FEDEX shipments will be made at no extra charge. On the occasion where the part or accessories is not available the Gold Service Contract members will be given first priority.

#### *Training*

Cambridge Viscosity offers specific applications training programs which are performed on-site, at our facility and via the internet. Each course is designed to give the operator complete training in the VISCOpro systems and provide assistance with report writing and analysis from our software.

Customized training programs are available for a group.

In any case, Gold Service Contract members will receive a 15% discount for any training program.

#### **Terms**

This contract is valid from one year from the date below and will be renewed each year and updated to reflect the number of systems under this contract. Cambridge Viscosity, Inc. will inform Transitions Optical of the impending renewal date and provide an updated report (30) days prior to the expiration of the annual contract.

The terms and conditions of this contract described above are subject to change.