



SILVER SERVICE CONTRACT

Introduction

Our Silver Service Contract provides the customer the best possible level of factory service for CVI viscometer systems and offer services to improve the value of their investment. A Silver level customer will receive preferred response from our customer service personnel on a return authorization program periodic maintenance 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 concerning settings and provide annual calibration to maintain system integrity as described below.

Silver Contract System Contract Coverage

Silver Service Contract Annual Fees

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

Additional CVI viscosity systems may be added to the Silver Service program for an additional cost per system. For new systems added to the Silver Service Contract, an extension of the normal warranty for the duration contract is made in addition to the other benefits described in this contract.

Travel to customer site is not included in the Silver Contract so normal service fees and expenses including travel zones charges will apply.

Description of Silver Service Contract Activities:

Factory 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 (customer) additional consulting may be required. Consulting charges may apply depending on the extent of the time for evaluation and recommendations.

Silver Service

- Reviewing logged data to evaluate system performance and process stability
- Service report detailing findings, recommendations and outlining follow-up action plans
- System calibrations for each sensor based on one range per sensor.

All factory maintenance will require a return goods authorization. All work will be sent via FEDEX through a special Cambridge Viscosity Inc. account. Return of customer equipment will be via FEDEX free of charge.

Other Silver Service Contract Features

Software Upgrades

Periodic upgrades to standard systems are offered to existing customers at a 10% discount whenever a new upgrade becomes available.

Parts and accessories discount

A 10% discount on all parts or accessories for each system as long as the Silver Service Contract is in effect.

Phone Support

Cambridge Viscosity Customer Service offers telephone support program that provides a 24-hour response commitment by person-to-person support from the hours of 8am (EST) through 8pm (EST).

24-hour replacement parts program

Silver Service Contract members will receive 24-hour turnaround on most standard parts and accessories. Priority or FEDEX shipments will be no extra charge. On the occasion where the part or accessories are not available, the Silver Service Contract members will receive high 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. Silver 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 (customer) 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.