

## Capix Service Contracts - **An introduction to the schemes available.**

Experience shows that equipment faults and deterioration, of a visible or predictable nature, can generally be corrected **before** breakdown occurs, if regular inspections are carried out.

A **Capix Service Contract** provides for an agreed number of visits, for general inspection and preventive maintenance work, over a 12-month period. The number and frequency of visits is based on a machine 'operating' schedule of 1,000 hours between inspections, but is subject to a **minimum** of **2** service examinations per year. If a processor is working for more than 1,000 hours between visits (or if you would prefer more regular checks) then the frequency of inspections are increased to match this busier program.

Contracts are tailored to individual circumstances, with the costs based on the visit frequency and the engineers travelling and 'on-site' hours. These are determined by the machine model, its operating schedule and the checklists followed during the visit. The age and value of the machine are also a part of the equation for **Total Cover** Contracts.

Certain "low value" parts are supplied free of charge as part of a routine service visit. Rates and terms are fixed for the duration of the contract. Spare parts are discounted by 12% and the hourly charge for labour and travel is also reduced.

Basic descriptions of the schemes offered are as follows.

### **Standard Cover.** Inclusive of;

- 2 Preventative Maintenance visits.
- Discounted labour rate for all additional visits.
- 12% Discount on all Spare Parts, Consumables and Accessories.  
**Terms: Full Prepayment only.**

### **Extra Cover.** Inclusive of;

- 2 Preventative Maintenance visits.
- Unlimited Free of Charge 'Breakdown' visits. \*
- Discounted labour rate for Non Contract visits. \*
- 12% Discount on all Spare Parts, Consumables and Accessories.  
**Terms: Full Prepayment only.**

### **Total Cover.** Inclusive of;

- 2 Preventative maintenance visits.
- Unlimited Free of Charge 'Breakdown' visits. \*
- Discounted labour rate for Non Contract visits. \*
- All Repair Parts. \*
- 12% Discount on all Consumables and Accessories.  
**Terms: Full Prepayment only.**



**CAPIX LTD**  
**TERMS AND CONDITIONS OF SERVICE CONTRACTS**

**Eligibility:**

- a) Items of equipment to be included in any Service Contract should be brought in to a condition acceptable to Capix Ltd. prior to the commencement of the Contract.
- b) Capix Ltd. reserves the right not to accept on Service Contract equipment that, in their qualified opinion, cannot be properly or economically repaired due to excessive wear, deterioration or obsolescence.
- c) Customers joining the Contract scheme must have approved and up to date account facilities with Capix Ltd.

**Term:**

- a) Service Contracts are valid for 12 months unless otherwise agreed. Renewals may be offered at the end of the Contract, subject to above eligibility clauses.
- b) Longer or shorter terms can be agreed.

**Time:**

- a) Contract Service visits will be carried out during normal working hours (8.30 a.m. to 17.00 p.m. – Monday to Friday).
- b) Visits outside normal working hours may be subject to a surcharge at the discretion of Capix Ltd. but with the prior agreement of the customer.

**Charges and Payments;**

- a) Charges for service visits will be as stated in the Contract Schedule with Parts, Surcharges and VAT added in accordance with the rates current at the time of the visit.
- b) An additional 5% discount will be given to customers who pre-pay the full basic charge at the commencement of STANDARD COVER Contracts. Calculation of the EXTRA & TOTAL Cover Contract charges includes the pre-payment discount.
- c) Contracts that include service visits and parts 'Free of Charge' are provided only for repairs or adjustments required as a result of a fault with the equipment. All 'consumables' and any other parts or accessories requested as 'spares' are chargeable. Service visits requested to carry out 'user maintenance' or for moving equipment to a different location etc are also chargeable.
- d) Payments are due within 30 days of invoice and subject to Capix Ltd. standard conditions of sale.
- e) Late payment may result in further service visits (Contract or otherwise) being postponed or cancelled with the possible termination of the Service Contract by Capix Ltd.
- f) Termination of a Service Contract by either party, before the end of the allotted date will render the customer liable to be retrospectively charged for all discounts allowed during the earlier part of the Contract term. Any 'free of charge' time, which has been provided, will also become chargeable.

- a) Co-operate with the customer in scheduling service visits as/when requested, subject to other work commitments.
- b) Provide all of the maintenance visits as agreed and arranged under the terms of the contract.
- c) Provide the customer with a copy of the completed service check list and work record following each visit.
- d) Make available, at no charge, additional 'free of charge' service visits (if required) in accordance with the terms of the Contract.
- e) Take all reasonable precautions required to protect the health and safety of the customer's personnel while on the premises.

**Responsibilities of the Customer:**

*The customer shall:*

- a) Use the equipment correctly and carry out routine cleaning and maintenance tasks in accordance with Capix Ltd. recommendations.
- b) Permit only Capix Ltd. to adjust, repair, maintain or move the equipment other than to carry out the procedures recommended by Capix Ltd. for the user to perform.
- c) Notify Capix Ltd. immediately if the equipment shows signs of faults or deterioration in performance.
- d) Take all reasonable precautions to protect the health and safety of Capix Ltd. personnel while on the customer premises.
- e) Co-operate with Capix Ltd. personnel in providing access to the equipment and related areas when requested, subject to the pre-arranged work schedule.
- f) Accept the maintenance visits agreed in the Service Contract and make full payments when due.
- g) Accept correct charges for additional parts and labour not covered by the terms of the Contract.

**Additional Notes:**

- a) A Contract may be terminated if, in the opinion of Capix Ltd., a machine has been subject to neglect or misuse.
- b) Sundry parts fitted during a Contract visit will be supplied up to a current list price of £2.00 per item or £10.00 in total. Items above this value will be charged at current rates, less the Contract discount.
- c) Additional work carried out in excess of the Contracted 'on-site' hours, or agreed 'free of charge' time will be charged at current rates less the Contract discount.
- d) In the event of any disputes Capix Ltd. reserve the right to make the final decision.

*An introduction to NEW Service Contract Schemes\_LH - LL.doc – 02/04*

**Responsibilities of Capix Ltd;**

*Capix shall:*