



Techsys
Corporation

*SERVICE CONTRACT
HANDBOOK*

**Techsys Corporation Pump Control
Range of Products**

Revision 1.1
1/5/06

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SERVICE CONTRACTS

Techsys Corporation recommends customers obtain service contracts for pumpstations installed with Techsys Corporation Controllers. This provides the best method of maintenance and continued system tuning possible for these pumping system.

Techsys Corporation will not support Service contracts unless they are made with a registered service agent who has successfully completed a Techsys Corporation Service Agents Training Course.

There are typically two options for service Contracts based on the level of service required. The determination of the level required is directly proportional to the Risk Assessment of a partial or catastrophic shutdown of the pumping plant.

Option A is designed for high-risk environments where shutdown will adversely affect a process or supply.

Option B is for lower risk categories that need continuity of service.

Either the client or a Techsys Corporation representative can do a site specific Risk Assessment.

SERVICE CONTRACT OPTIONS

Option A

- Four periodic maintenance inspections - one will be scheduled by Techsys Service Agent, at the customers convenience, during the first three months of the contract period, and the other three in the following periods. These inspections will be used to perform routine adjustments to ensure that the pumpstation is working to specification (Inspection Report Provided). A copy of the inspection report can be held by Techsys Corporation for reference against the original manufacture data.
- **Emergency service:** This will be performed upon notice from the customer that the system is shutdown or failed. A 48-hour turn-around is guaranteed. A 24-hour response time is usually achieved.
- **Replacement Parts:** Replacement parts will be charged at list price. Replacement parts for the control PCB can be provided by Techsys Service Agent on a service loan basis. Permanent replacement parts are the responsibility of the customer.

Option B

- Two periodic maintenance inspections per annum - each of these can be used to replace an emergency call during the term of the contract; one during the first six months and one during the second six months (Calibration Certificate Provided).
- **Emergency service:** These calls are performed at current service rates.
- **Replacement Parts:** Replacement parts can be provided by Techsys Service Agent on a loaned basis. Permanent replacement parts are the responsibility of the customer.

General Conditions:

- All emergency calls will be made in a timely manner.
- Consumable items are not included in a contract call.
- All service will be within normal working hours (8-5) with a four-hour minimum on all calls.
- Custom plans are available and negotiable upon request.

Service Contract Rates:

Service rates will be provided on a case-by-case basis. See Rate Guide below.

TECHSYS CORPORATION RATE GUIDE

This rate card is a Guide Only and is designed to be used as an indication as to what the typical rate for these applications are currently. Location and hazard class will affect these indicated prices.

Product Type	APPLICATION	Annual Rate	
		Option A	Option B
DolphinPLUS	Golf Course	\$1500	\$1200
	Town Water Supply	\$1500	\$1200
	Mining water supply	\$1500	\$1200
	High rise water supply	\$1200	\$1000
	Irrigation	\$1000	\$800
ORCA	Golf Course	\$1250	\$1000
	Town Water Supply	\$1250	\$1000
	Mining water supply	\$1250	\$1000
	High rise water supply	\$1000	\$800
	Mechanical services	\$1000	\$800
	Factory water supply	\$1000	\$800
	Air conditioning	\$500	\$300
	Sub-division	\$800	\$500
	Ship water supply	\$1000	\$750
Swordfish	Mining	\$400	\$250
	Irrigation	\$400	\$250
	Mechanical services	\$400	\$250
	Sump pumping	\$400	\$250
	Air conditioning	\$400	\$250
	Factory	\$400	\$250
	Hazardous	POA	POA

SERVICE PCB SUPPLY CHARGES

Techsys Corporation will supply service PCB's on a no charge basis for the first month whilst repairs are being carried out. A monthly rental will be charged after this period based on 15% of the spare part price. This will be charged monthly based on monthly blocks.

- Freight will be charged at the Standard rates.
- Repairs to service PCB's will be charged at standard repair rates.
- Service PCB's will only be available to qualified Techsys Corporation service agents.

EFFECT OF SERVICE CONTRACT ON WARRANTY

The standard Techsys Corporation warranty will not be affected by any service contract. The standard Techsys Corporation warranty covers any faulty workmanship or component failure.

It does NOT cover site tuning and specific commissioning of pumpstations to suit their applications.

In most applications the site conditions will change over time and as the operators become more familiar with the systems there is a requirement to modify the control parameters to suit the varied application. The service contract will allow the site to be fully tuned to suit the application at periods defined by the Service Option chosen.

SUGGESTED SERVICE ITEMS AND PERIODS

<i>DolphinPLUS</i>		Month 3	Month 6	Month 9	Month 12
Control	Test Set Points for Accuracy		x		x
	Transducer zero/scale		x		x
	Fault History register	x	x	x	x
	Download Event Log	x	x	x	x
	Download Data log	x	x	x	x
	Shutdown test	x	x	x	x
	Register Menu items - Confirm unchanged	x	x	x	x
Protection	Confirm Pump Protection				
	HP Shutdown		x		x
	LP Shutdown		x		x
	Hp Limit		x		x
	Loss of prime (Option)		x		x
	Other protection	x	x	x	x
	Control Water line clear	x	x	x	x
	Flow switch operation (option)	x	x	x	x
	Phase failure relay operation	x	x	x	x
Pump Health	Detail Current draw from pumps	x	x	x	x
	Confirm Shut off head		x		x
	Visual inspection of seals	x	x	x	x
	Vibration check	x	x	x	x
	Corrosion wear	x	x	x	x
	Cavitation noise check	x	x	x	x
VFD Health	Hours Run	x	x	x	x
	Corrosion check	x	x	x	x
	Wiring integrity	x	x	x	x
Mechanical	Visual inspection	x	x	x	x
	Corrosion check	x	x	x	x
	Base plate fixings	x	x	x	x
	Valve sealing- Isolation		x		x
	Valve sealing- Non return		x		x
	Suction line integrity	x	x	x	x
	External switch integrity (Float switch etc)		x		x

<i>ORCA</i>		Month 3	Month 6	Month 9	Month 12
Control	Test Set Points for Accuracy		x		x
	Transducer zero/scale		x		x
	Fault History register	x	x	x	x
	Shutdown test	x	x	x	x
	Register Hours Run per pump	x	x	x	x
	Register Menu items - Confirm unchanged	x	x	x	x
Protection	Confirm Pump Protection				
	HP Shutdown		x		x
	LP Shutdown		x		x
	Hp Limit		x		x
	Loss of prime (Option)		x		x
	Other protection	x	x	x	x
	Control Water line clear	x	x	x	x
	Flow switch operation(option)	x	x	x	x
	Phase failure relay operation	x	x	x	x
Pump Health	Detail Current draw from pumps	x	x	x	x
	Confirm Shut off head		x		x
	Visual inspection of seals	x	x	x	x
	Rotation check	x	x	x	x
	Corrosion wear	x	x	x	x
	Cavitation noise check	x	x	x	x
VFD Health	Hours Run	x	x	x	x
	Corrosion check	x	x	x	x
	Wiring integrity	x	x	x	x
Mechanical	Visual inspection	x	x	x	x
	Corrosion check	x	x	x	x
	Valve sealing- Isolation		x		x
	Base plate fixings	x	x	x	x
	Valve sealing- Non return		x		x
	Suction line integrity	x	x	x	x
	External switch integrity (Float switch etc)		x		x

<i>Swordfish</i>		Month 3	Month 6	Month 9	Month 12
Control	Test Cut In-Cut Out	x	x	x	x
	Transducer zero/scale	x	x	x	x
	Register Hours Run per pump	x	x	x	x
	Register Starts per pump	x	x	x	x
	Register Menu items - Confirm unchanged	x	x	x	x
Protection	Confirm Pump Protection				
	HP Shutdown				x
	LP Shutdown				x
	Pump Protection inputs		x		x
	Other protection	x	x	x	x
	Control Water line clear	x	x	x	x
	Flow switch operation(option)	x	x	x	x
	Other Inputs	x	x	x	x
	Outputs Operational	x	x	x	x
Pump Health	Detail Current draw from pumps	x	x	x	x
	Confirm Shut off head		x		x
	Visual inspection of seals	x	x	x	x
	Rotation check	x	x	x	x
	Corrosion wear	x	x	x	x
	Cavitation noise check	x	x	x	x
Mechanical	Visual inspection	x	x	x	x
	Corrosion check	x	x	x	x
	Base plate fixings	x	x	x	x
	Valve sealing- Isolation		x		x
	Valve sealing- Non return		x		x
	Suction line integrity	x	x	x	x
	External switch integrity (Float switch etc)		x		x

	<i>Snapper</i>	Month 6	Month 12
Control	Test Cut In Pressure	x	x
	Test Set Point stability	x	x
	Register Dip switch settings	x	x
	Register timer settings	x	x
Protection	Confirm Pump Protection		
	HP Shutdown		x
	LP Shutdown		x
	Pump Protection inputs	x	x
	Other protection	x	x
	Control Water line clear	x	x
	Flow switch operation(option)	x	x
	Other Inputs	x	x
	Outputs Operational	x	x
Pump Health	Detail Current draw from pumps	x	x
	Confirm Shut off head	x	x
	Visual inspection of seals	x	x
	Rotation check	x	x
	Corrosion wear	x	x
	Cavitation noise check	x	x
Mechanical	Visual inspection	x	x
	Corrosion check	x	x
	Base plate fixings	x	x
	Valve sealing- Isolation	x	x
	Valve sealing- Non return	x	x
	Suction line integrity	x	x
	External switch integrity (Float switch etc)	x	x

SITE INSPECTION FORM ORCA

CUSTOMER DETAILS

Customer Name

Form No.

Site AddressDate,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

.....

.....

SYSTEM DETAILS

System Model..... Job Number.....

	<i>ORCA</i>	Data
Control	Test Set Points for Accuracy	
	Transducer zero/scale	
	Fault History register	
	Shutdown test	
	Register Hours Run per pump	
	Register Menu items - Confirm unchanged	
Protection	Confirm Pump Protection	
	HP Shutdown	
	LP Shutdown	
	Hp Limit	
	Loss of prime (Option)	
	Other protection	
	Control Water line clear	
	Flow switch operation(option)	
Pump Health	Phase failure relay operation	
	Detail Current draw from pumps	
	Confirm Shut off head	
	Visual inspection of seals	
	Rotation check	
	Corrosion wear	
VFD Health	Cavitation noise check	
	Hours Run	
	Corrosion check	
Mechanical	Wiring integrity	
	Visual inspection	
	Corrosion check	
	Valve sealing- Isolation	
	Base plate fixings	
	Valve sealing- Non return	
	Suction line integrity	
	External switch integrity (Float switch etc)	

* enter relevant data from the controller or mark as complete

COMPLIANCE

Name.....

Company.....

Agent sign here

Please print Name

Customer Signature.....

Date.....

SITE INSPECTION FORM DOLPHIN PLUS

CUSTOMER DETAILS

Customer Name

Form No.

Site AddressDate,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

.....

.....

SYSTEM DETAILS

System Model..... Job Number.....

	<i>DolphinPLUS</i>	Data
Control	Test Set Points for Accuracy	
	Transducer zero/scale	
	Fault History register	
	Download Event Log	
	Download Data log	
	Shutdown test	
	Register Menu items - Confirm unchanged	
Protection	Confirm Pump Protection	
	HP Shutdown	
	LP Shutdown	
	Hp Limit	
	Loss of prime (Option)	
	Other protection	
	Control Water line clear	
	Flow switch operation (option)	
	Phase failure relay operation	
Pump Health	Detail Current draw from pumps	
	Confirm Shut off head	
	Visual inspection of seals	
	Vibration check	
	Corrosion wear	
	Cavitation noise check	
VFD Health	Hours Run	
	Corrosion check	
	Wiring integrity	
Mechanical	Visual inspection	
	Corrosion check	
	Base plate fixings	
	Valve sealing- Isolation	
	Valve sealing- Non return	
	Suction line integrity	
	External switch integrity (Float switch etc)	

* enter relevant data from the controller or mark as complete

COMPLIANCE

Name.....

Company.....

Agent sign here

Please print Name

Customer Signature.....

Date.....

SAMPLE SERVICE CONTRACT

for the provision of Services for
(The Client)

to be provided by

.....
(Service Provider)

Provision of Services

The undersigned undertakes to provide a regular service and inspection of the system detailed below :

.....

1. The Services to be provided are described in the attached booklet detailing the service regularity and support offered to the client.

2. Fees

The total fee for the Services is \$.....(exclusive of GST).
The due date for payment is 30 days after delivery of a correctly rendered invoice to the Client. The fee will be charged at the start of the financial year and will render the service provider liable for the services outlined in the attached booklet.

3. Travel expenses

- 3.1. Subject to the Service Provider obtaining the prior written approval of the project officer for any travel, the Client will reimburse the Service Provider's travel and accommodation expenses to the extent these are reasonably incurred by the Service Provider in the course of performing the Services provided that all flights undertaken must be economy class.
- 3.2. The rate for vehicle expenses is based on the RACV vehicle operating costs published on the RACV website for the relevant car type.
- 3.3. All accommodation and ancillary expenses will be charged at the nett cost plus 15%
- 3.4. The Service Provider shall invoice the Client for reimbursement of the Service Provider's approved travel and accommodation expenses at the same time as it invoices the Client for payment of fees. The Service Provider shall be reimbursed within 30 days of the Service Provider delivering a correctly rendered invoice to the Client .

4. PERFORMANCE OF THE SERVICES

The Client will be entitled, in addition to any other rights it may have, to delay payment or any instalment of fees or allowances until the Service Provider has completed to the satisfaction of the Client that part of the Services to which the payment relates.

5. SUBCONTRACTORS

- 5.1. The Service Provider agrees not to subcontract the performance of any part of the Services without the Client's prior written approval.
- 5.2. Despite any approval to sub-contract from the Client, the Service Provider remains fully responsible for the performance of its obligations under this Contract.

6. MATERIAL PROVIDED BY THE CLIENT

The Service Provider agrees to ensure that any Material provided by the Client to the Service Provider for the purposes of the Services is used only for the purposes of the Services and in accordance with any conditions, restrictions or directions given by the Client.

7. DISCLOSURE OF INFORMATION

- 7.1. A party must not disclose the Confidential Information of the other party to any third party without the prior written approval of that other party
- 7.2. A party may impose any conditions or restrictions that it considers appropriate when giving approval under this clause and the other party must comply with any such conditions or restrictions.
- 7.3. The obligations on the parties under this clause 6 will not be taken to have been breached to the extent that the disclosure of Confidential Information is authorised or required by law.
- 7.4. The Service Provider acknowledges that the Client may disclose any information provided by the Service Provider and the terms of this Contract in accordance with the Client's reporting and accountability practices or obligations, including disclosure to:
 - 7.5. the Client's advisers or employees in order to comply with its
 - 7.5.1. obligations, or exercise its rights, under this Contract;
 - 7.5.2. the Client's internal management personnel to enable the effective management or auditing of Contract-related activities; or a Minister of the Commonwealth of Australia or in response to a request by a House or a Committee of the Parliament of the

8. CONFLICT OF INTEREST

The Service Provider warrants that, at the date of entering into this Contract, no conflict with the interests of the Client exist or is likely to arise in the Service Provider's performance of the Services.

If, during the term of this Contract a conflict or risk of a conflict of interest arises the Service Provider must:

- notify the Client immediately in writing of that conflict and fully disclose to the Client all relevant information relating to the conflict; and

- take such steps as the Client may reasonably require to resolve or otherwise deal with the conflict.

CONDUCT AT CLIENT PREMISES

9.1 The Service Provider agrees that when using the Client 's premises or facilities for the purposes of the Services, it will comply with all reasonable directions and procedures relating to occupational health, safety and security in operation at those premises or in regard to those facilities (including the Client 's smoke-free work-place policy) whether specifically drawn to the attention of the Service Provider or as might reasonably be inferred by the Service Provider from the circumstances.

9. INDEMNITY

9.1. The Service Provider agrees to indemnify the Client (and its officers, employees and agents) from and against any:

- 9.1.1. cost or liability incurred by the Client ;
- 9.1.2. loss of or damage to property of the Client ; or
- 9.1.3. loss or expense incurred by the Client in dealing with any
- 9.1.4. claim against the Client , including legal costs and
- 9.1.5. expenses on a solicitor/own client basis and the cost of time spent,
- 9.1.6. resources used or disbursements paid by the Client ,
- 9.1.7. arising from either:
- 9.1.8. a breach by the Service Provider of this Contract; or
- 9.1.9. an act or omission involving fault on the part of the Service
- 9.1.10. Provider in connection with this Contract.

9.2. The Service Provider's liability to indemnify the Client will be reduced proportionately to the extent that any act or omission involving fault on the part of the Client contributed to the relevant cost, liability, loss, damage or expense.

10. The right of the Client to be indemnified is in addition to, and not exclusive of, any other right, power or remedy provided by law, but the Client is not entitled to be compensated in excess of the amount of the relevant cost, liability, loss, damage or expense.

11. INSURANCE

11.1. The Service Provider agrees:

- 11.1.1. to effect and maintain the following insurance for all the Service Provider's obligations under this Contract, including those which survive the expiration or termination of this Contract:
- 11.1.2. workers compensation insurance for an amount required by the relevant State or Territory legislation; and
- 11.1.3. public liability insurance for an amount of not less than 5 million dollars; and
- 11.1.4. upon request, provide proof of insurance acceptable to the Client

12. GENERAL

12.1. No variation of the Contract is binding unless it is agreed in writing between

12.2. the Client and the Service Provider.

12.3. The Service Provider must not represent itself, and must ensure that persons engaged or employed by the Service Provider do not represent themselves, as being employees or agents of the Client . The Service Provider shall not, by virtue of this Contract or for any purpose, be deemed to be an employee or agent of the Client , nor shall the Service Provider have any power or authority to bind or represent the Client .

12.4. If a party does not exercise or delays in exercising any right or remedy it has under this Contract or at law ('right'), that failure or delay does not operate as a waiver of those rights. A single or partial exercise by a party of any right it holds under this Contract does not prevent the party from exercising the right again or to the extent it has not fully exercised the right.

12.5. The Service Provider cannot assign its obligations, and must not assign in whole or part its rights, under the Contract without the prior written approval of the Client.

12.6. The Client and the Service Provider must attempt to settle by negotiation any dispute in relation to the Contract before resorting to external legal proceedings.

12.7. The Contract shall be governed by and construed in accordance with the law for the time being in force in the Victoria and the parties submit to the jurisdiction of the courts of that State.

15.7 The Service Provider agrees, in carrying out this Contract, to comply with the laws from time to time in force in the Client or of any State or Territory in which the Services, or any part thereof, are to be carried out, and in particular:

- the Crimes Act 1914 (Cth);
- the Racial Discrimination Act 1975 (Cth);
- the Sex Discrimination Act 1984 (Cth);
- the Disability Discrimination Act 1992 (Cth); and
- the Equal Opportunity for Women in the Workplace Act 1999 (Cth).

IN WITNESS WHEREOF, the parties hereto have caused this agreement to be executed in two (2) copies, each party taking one copy.

Service Provider

Signed by: _____

the _____ of _____, 20____.

The Client

Signed by: _____

the _____ of _____, 20____.

Witness:

Signed by: _____

Witness Name: _____