

Dear Sirs,

We would like to introduce you to our fully experienced 'Service Division'.

Our Engineers are available to cover the service needs of all aspects of hot water generation plant and pressurisation equipment.

We not only offer to service our own bespoke products but also equipment from other leading manufacturers such as:-

Spirax Sarco, Armstrong, TLV and Gestra among many others

We offer a fully backed 'Service Agreement' with optional 24 hour response as well as 'one-off' repair and inspection service.

The equipment covered includes:-

Plate heat exchanger packages
Shell and Tube Heat exchangers
Pressurisation Equipment
DHW Generation Equipment / Calorifiers
Steam Heated equipment
Stand alone plate heat exchangers

As a Service Agreement Customer, we would like to remind you of the benefits you will be receiving:

- Discounted daily Service Engineer rate
- Priority booking of GMS Service Engineers
- Optional, next day "Emergency" response - 365 days per year
- Additional visits, if required, charged at the discounted rate
- Technical telephone support 8.00 am – 5.15 pm
- All our Service engineers hold current CSCS cards

We have attached a typical 'Service Agreement' offer, to give you an idea of the scope of work included within the service agreement – however this will be tailored to suit your individual needs. We will assess the equipment that you have and agree with you the type of service required, as well as the frequency required, to ensure that you are receiving the optimum performance from your system.

If you require any further information or wish to discuss a possible service agreement please do not hesitate to contact us.

Yours faithfully,

Garry Ashmore
Maintenance Services Supervisor

Email: garry.ashmore@gmsthermal.co.uk

FULLCOVER Service Agreement Proposal



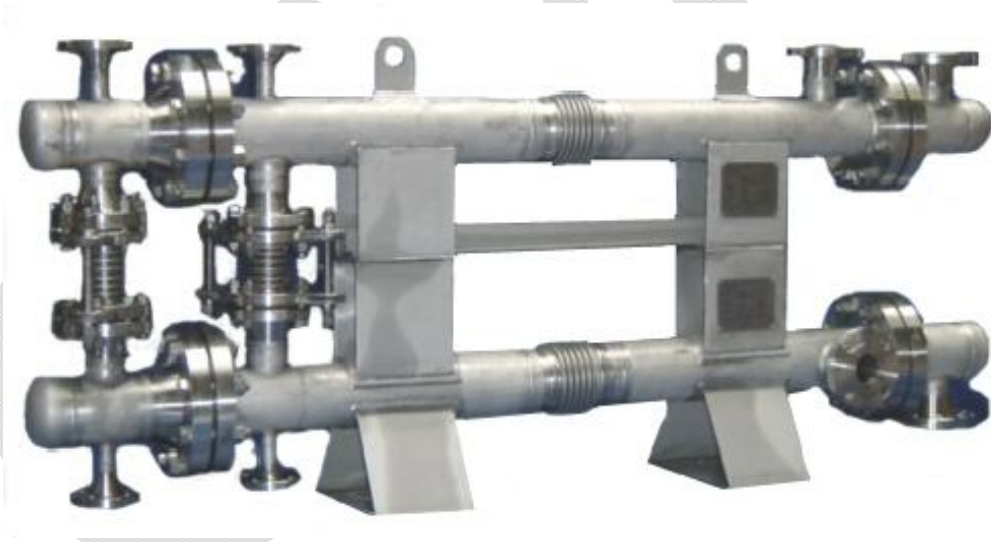
SCOPE OF OFFER

Our FULLCOVER Agreement enables you to extend your warrantee (annually) up to a period of 5 years, as well as ensuring the unit is regularly maintained, offering "total peace of mind". This preventative maintenance approach ensures that optimum operating performance is achieved continuously.

Our FULLCOVER Agreement is underwritten by GMS Thermal Products Limited's own guarantee and includes the following:

- Optional annually renewable extended 4 year warranty at a fixed annual price.
- Pre-booked visits by experienced Engineers, for routine maintenance and inspection. (Two visits per annum are scheduled for each unit.)
- Total 'peace of mind' that breakdown is minimised.
- Assurance that your equipment is at optimum performance and to original design conditions.
- Rapid response at minimal cost.
- Commissioning of the unit by GMS Technicians, for all new products.

The total number of days specified in this service agreement is based on the assumption that multiple units can be commissioned/serviced on the same day (where more than one unit is installed on-site).



SERVICE AGREEMENT PROPOSAL FOR

CUSTOMER:

Customer Address:

SYSTEMS: The equipment covered in this Service Agreement is as detailed under Schedule of Equipment.

BASIC COST OF SERVICE:

<u>Item</u>	<u>Description</u>	<u>Nett Price GBP</u>
1	FULLCOVER Service Agreement	tbc
2	24hr Emergency RESPONSE 1 Cover (Optional)	tbc

NETT TOTAL GBP	TBC
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EMERGENCY CALLOUT COVER

GMS offer a 365 day per year Emergency **RESPONSE 1** Cover, where we will guarantee to get an engineer on site within 24 hours of your telephone call!

This Emergency **RESPONSE 1** Cover response provides you with total peace of mind and the reassurance that we are on call, whenever your plant is in operation. This premium service is only available to Service Agreement customers (please see Terms & Conditions for full details).

An option for our Emergency **RESPONSE 1** Callout Cover has been offered in our above quotation. In the event you do not require this cover please confirm this at time of placing order.

METHOD OF PAYMENT : Monthly account.

VALIDITY : 60 days from date of service agreement proposal

SCHEDULE OF SITE VISIT DATES

In the event of an order being placed we would ask that you please confirm your **preferred dates** for our engineer to visit. In the event that these dates are not specified by yourselves, dates will be selected and spread evenly throughout the year. Prior written notification of these dates will be given, as well as a reminder telephone call two/three weeks in advance of each visit being carried out. In the event that a visit is carried following the above course of action, this day will be either charged or treated as one of the allotted Service Agreement days. Your assistance in setting the visit dates would be much appreciated.

METHOD STATEMENT

A generic method statement is available. In the event this is required, please specify at time of order.

GMS SERVICE AGREEMENT - TERMS & CONDITIONS

All service agreements are subject to acceptance of GMS Service Agreement terms and conditions, a copy of which has been attached.

Scope Of Work For FULLCOVER

DESCRIPTION	Six Month Visit	Year Visit
	Yes/No	Yes/No
Dismantle control valve, clean & visually inspect valve internals	✓	
Visual inspection of controller, valve & actuator	✓	
Visual inspection of all wiring & terminations	✓	
Check all electrical connections for tightness		✓
Check configuration of controller	✓	
Replace valve stem seals (once per annum)*		✓
Check valve / actuator / positioners, zero & stroke, adjust if necessary	✓	✓
Ensure correct operation of internal circulation pump	✓	
Ensure correct operation of PAV (if applicable)	✓	
Functionally test for correct operation & satisfactory temperature control	✓	
HIGH-LIMIT CONTROLS		
Visual inspection of controller, valve & actuator	✓	
Visual inspection of all wiring & terminations	✓	
Check all electrical connections for tightness		✓
Check configuration of High Limit Controller (if applicable)	✓	
Functionally test High Limit Systems for correct operation (if applicable)	✓	
PLATE HEAT EXCHANGER		
Visually inspect plate pack for external leakage	✓	
Assess condition, re-assemble recording next recommended date for inspection (depending upon condition of plates) record plate pack serial number. Next planned strip of plate pack: Plate Pack Serial No.:.....		✓
Replace plate pack, in the event of external leakage.		
CONDENSATE REMOVAL		
Visually inspect pump/trap unit and test (6 monthly). Strip and replace with spares if required, (once per annum).	✓	✓
Functionally test line drainage traps with Ultrasonic Leak Detector to confirm correct operation. Strip and replace with spares if required	✓	
ANCILLARIES		
Strainers - check & clean all strainer screens, re-fit using new cap gaskets	✓	
Functionally test operation of system & ensure satisfactory operation of control	✓	
Performance Check	✓	
Check secondary temperature is in-line with operating requirements and cross check with calibrated temperature meter. Record temperature reading.	✓	
OTHER WORK		
Visually inspect all components of system to ensure correct operation of package unit.	✓	

- Consumables include: diaphragms on high limit control, control valve plug and stem assembly packing, high limit body gaskets, strainer gaskets. Plate Heat Exchanger gaskets are NOT considered consumables.
- Note: For additional non-scheduled visits, parts are included (labour is excluded). Full exceptions are detailed in Terms and Conditions.