



## WHAT IS A MAP ?

### DYNATEST MAINTENANCE AGREEMENT PLANS

- Put simply the MAP framework provides a set list of services, parts and labour for a set price designed to be undertaken at annual intervals to keep your Falling Weight Deflectometer in top working order
- Dynatest equipment is engineered to withstand rigorous and prolonged usage in a wide range of environmental conditions—regular routine maintenance is required to provide continued and dependable operations.
- Our recommended annual maintenance agreement plans, (MAP), ensure that equipment is kept in peak condition and are available to suit your budget and technical support framework
- MAPs include, annual inspection of the equipment, minor repairs and parts change out, calibration of the

## ADVANTAGES OF A MAP

### EXTEND EQUIPMENT LIFE

Customers who undertake regular routine maintenance will have Dynatest equipment in service for several decades.

### CONVENIENT SERVICE LOCATION

Work is usually conducted at our head office and main production facility in Gainesville, Florida where we build, service, and maintain Dynatest devices.

Work can also be performed at customer location with applicable shipping and travel costs. Quotation available on request

### QUICK SERVICE TIMING

Annual maintenance typically takes 2-5 working days depending on the level of service.

## MAP FRAMEWORK

### FWD MAINTENANCE AGREEMENT PLAN

- There are 3 service levels for the MAPs: Bronze, Silver, Gold, All MAPs include an annual calibration, and a hydraulic service.
- MAPs may be purchased as a single year or in bundles of 3-years. Other periods subject to quote. Discounts apply for multi year agreements.
- Fixed price for the life of the agreement on parts and services
- Created specifically to fit your organization's needs.
- Each MAP includes discounts on non-proprietary after-service parts purchase

| SERVICES   | BRONZE LEVEL | SILVER LEVEL | GOLD LEVEL |
|--|--------------|--------------|------------|
| Dedicated customer service portal & support  | ✓            | ✓            | ✓          |
| Load Cell and (up to 10) geophones calibrated and certificates issued  | ✓            | ✓            | ✓          |
| Inspection Report, Calibration, Raise Lower System Service and Electrical System inspection and service              | ✓            | ✓            | ✓          |
| Upper and Lower Lock Service, Geophone Holder Service, Load Cell Service, Generator Service, Battery Replacement     |              | ✓            | ✓          |
| Spindle/Bearing Service, Bellow Replacement, Linear Guide Replacement, Buffer Replacement, Nitrile Sheet Replacement |              |              | ✓          |
| Discount on parts purchase*<br><b>*Excludes purchase of proprietary items– CP15 and deflection sensors</b>           | 5%           | 10%          | 10%        |

|  |                     |                       |                       |
|--|---------------------|-----------------------|-----------------------|
| Price per annum for a 1 year plan  | \$4,000             | \$8,000               | \$17,000              |
| 3 year plan (prepaid at start of the agreement)  | \$11,250/ \$3,750pa | \$22,500 / \$7,500 pa | \$49,500 / \$16,500pa |
| <b>GOLD FLEX:</b> 3 year tailored service plan - services and parts tailored to your individual needs.<br>Further details available on request |                     |                       | <b>GOLD FLEX</b>      |
| Pricing assumes all work is performed at Dynatest facility. For service work conducted at customer location request quote.                     |                     |                       |                       |

### GENERAL TERMS & CONDITIONS:

Where multi year agreement has been signed the work will be performed at Dynatest operated workshop and the customer shall be liable for all costs associated with bringing their unit to the service location.

Dynatest will send an invoice for the service and calibration of the equipment after the S&C is completed. The invoice is to be settled within 21 days. Or IAW with the costumer's standard payment terms.

For work performed at other agreed locations Dynatest will send an invoice for 50% of the agreed S&C price (including travel expenses) of the equipment prior to the arrival of the technician. The deposit invoice is to be settled prior to the technician's departure. The remaining cost will be invoiced after completion of the S&C and settled within 21 days.

Cancellation of the agreement is possible for either party until six months before the end of the current calendar year. Ending the remaining years of the contract: E.g. contract wanting to be cancelled for 2025 needs to be cancelled 1 July 2024.

Where a years S&C is deferred or delayed by the customer for more than 15 months from the end of the previous service period Dynatest will consider that years S&C cancelled and Dynatest reserve the right to invoice 20% of the value of that service.

If the costumer chooses not to follow the obligation of the MAP agreement or does not cancel the contract in time. Dynatest reserves the right to charge 20% of the agreed value for the next coming S&C and cancel the contract and all remaining mutual obligations.