



10 June 2002

P.O. Box 2561
Honeydew 2040
South Africa
CK94/12410/23
Tel. +27 (0) 11 794 8340
Fax: + 27 (0) 11 794 8349
E-mail: anaspec@icon.co.za

Re: Installation and warranty cover quotation protocol

Anaspec would like to introduce a system by which we hope to streamline the quotation procedure and improve the implementation of installations and warranty of the various systems we support.

We would appreciate any input and amendments to this document.

We realise that it is not always possible to furnish all the listed details but simply serves as an list that will make our quotation more accurate.

We also understand “potential client confidentiality” and will therefore respect your right to withhold certain information pertaining to the lead if you so wish. However this may make quoting a little more difficult.

Quotation for Installation and Warranty cover

In order for Anaspec to correctly validate a quotation, we would require the following from the suppliers. This would give Anaspec the opportunity to assess the equipment being supplied, quote the correct amount of time to install, keep under warranty the equipment, attending to the necessary service calls, and enable us to ensure that we have trained engineers for the listed equipment. Training courses are planned by the factories and are not available on demand. For this reason we need to know what systems we could be responsible for to ensure we book spaces on the courses where necessary

- A written copy of the exact equipment that is to be supplied to the customer. As detailed as possible.
- An indication of which area the system is to be installed i.e.: Cape Town, Johannesburg etc.
- Time scale for possible sale and therefore installation date.
- Required warranty period.
- Specify if a site inspection is required.
- Customer experience details.
- Details on how and when training of the user/s will take place.
- Any delivery delays of certain parts of a system.
- Any other special circumstances that may affect our quotation.

On receipt of this information Anaspec will furnish a quotation showing the following.

- Cost of site inspection
- Cost for installation and testing of the system.
- Cost for training of the client, where applicable.
- Cost to keep the system under warranty for the specified time.
- Validity time span of the quote.

Should the cost reflected be suitable to the supply company, this quote will be accepted as final and binding.

Anaspec would also appreciate information, and will follow up on, outstanding quotes to check their validity.

Pre-site inspection

A pre-site inspection is mandatory for most systems to validate the warranty condition. This may be done via Anaspec or an external source, but is the responsibility of the supplier to inform the customer of this.

Note: If a site does not meet manufacturer specifications, Anaspec will not be responsible for meeting machine specifications quoted by the factory. i.e.: UPS mains supply, water supply, magnetic and electrical interference.

Acceptance of the quotation

Should your company be successful in getting the sale, Anaspec would appreciate being informed as soon as possible so that any arrangement concerning the installation can be attended to immediately and that dates of expected installation could be set. Anaspec will then request a further written consent of the exact nature of the system being supplied to ensure that the original quotation is still valid.

Installation procedure

- To ensure the installation happens as soon as possible, factory delivery dates must be supplied to Anaspec as soon as they are known.
- Anaspec will check with the customer for site inspection dates and facility needs.
- Anaspec will request from the client, a copy of the purchase agreement. From past experience, customers tend to get some orders mixed up with promises made by other sales teams. Anaspec can only install what is delivered and would like to prevent any debates of what was promised and what was delivered before the technician is on site and the wrong comments are made to the client.
- Unless otherwise stated, Anaspec will install the system/equipment and simply demonstrate its functionality. User training is a separate issue as is application training.
- Installations where components arrive at different times always cause conflict where warranty is concerned. If there is a difference of warranty between systems, the supplier will be accountable for expenses incurred for the extended warranty period of the equipment that was delayed.
- Anaspec would therefore prefer that installation only begin once all equipment has arrived on site and has been signed for by the customer. According to factory ruling, equipment begins its warranty upon commissioning or one month after delivery has been taken. (Whichever comes first).
- Any warranty quotation made by Anaspec is done so with the assumption that the customer will attend the required training course at the respective manufacture.

Warranty period

- Once the system is installed and the commissioning certificate signed by the customer, the specified warranty cover will commence. Anaspec will inform all parties of the start and end date of the warranty period to ensure everyone is very clear on these dates.

We hope this helps us all to ensure a better and more professional approach to our outsourcing agreements.

BEST REGARDS

Luc Harmsen