

5-Star Equipment Warranty

Our EMA's are designed to prevent costly downtime and reduce worry. Our inventory of parts enables us to arrive on site with parts that may be required to get your equipment up and running. Sydney Stone's highly trained technicians eliminate the burden of tracking and performing your preventative maintenance work, so you can focus on your core business.

Sydney Stone's 5-Star Equipment Warranty includes:

TWO PLANNED MAINTENANCE VISITS

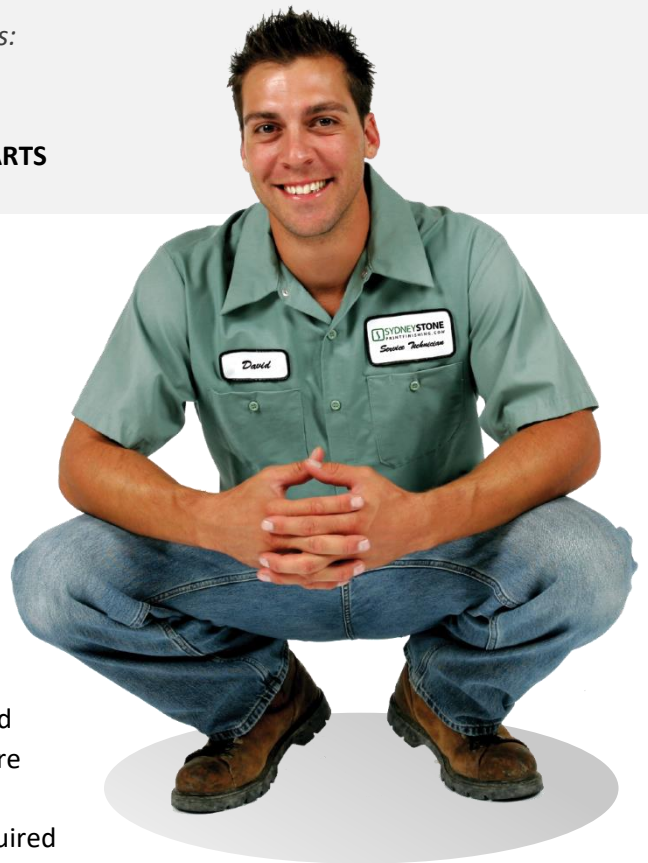
100% DISCOUNT ON ADDITIONAL VISITS AND ON PARTS

Preventative maintenance is critical to:

- Reduce equipment downtime
- Plan maintenance around scheduled work
- Improve production efficiency
- Increase equipment life
- Enhance your profitability
- Avoid costly downtime

Our EMA's Incorporate:

- Machine lubrication, maintenance, and cleaning
- Unlimited parts and labour warranty*
- All machine adjustments & safety checks as required
- Installation and testing of all parts required to ensure correct machine operation
- Operator & maintenance training during calls if required
- At least one preventative maintenance visit per year



1. On acceptance of the signed contract Sydney R. Stone and Co. Limited (Sydney Stone) will provide planned maintenance (PM¹) visits as specified above, inclusive of appropriate safety checks, and will provide unlimited emergency (EM) callouts per year as deemed necessary by Sydney Stone technical Staff
2. Sydney Stone undertakes to restore or maintain machine functionality commensurate with the machine's age and condition by adjusting, repairing or at the engineer's discretion replacing worn or failed parts. This excludes all consumable items.
3. Sydney Stone will apply its best endeavors to achieve its target response of 8 working hours or better for emergency call out visits. Our normal working hours are 8am-4:30pm weekdays, excluding holidays.
4. This agreement covers routine maintenance & emergency repair. It does not cover parts fitted by non-Sydney Stone personnel. It does not cover work required as a consequence of accidental damage or negligence however caused. It does not provide a loan of equipment during maintenance.
5. The customer undertakes to ensure that necessary day-to-day adjustments or maintenance as recommended by Sydney Stone operator training and documentation is carried out and the equipment is used within its specification and designed duty cycle. Failure to comply with these requirements, consult relevant documentation or apply the recommendations of Sydney Stone service personnel may result in charges related to associated service work.
6. Sydney Stone reserves the right to discontinue service under this agreement where, in our opinion, equipment is being used in such a manner as will prevent the fair fulfillment of this agreement.
7. This agreement will be automatically renewed unless notice in writing to terminate is received at least 60 days prior to its expiration.
8. Should Sydney Stone not be able to acquire parts from the manufacturer of a product under this agreement, for any reason, to complete a required repair then Sydney Stone will issue a pro-rated refund of the service agreement value. For example, if the agreement is 12 months and 9 months have passed with 3 months remaining on the agreement then Sydney Stone will refund the 3-month portion that was not able to be upheld.
9. This warranty does not include machine replacement should it be deemed that the equipment is not able to be brought to working condition.
10. Benefits obtained under this agreement are not transferable.
11. Eligibility for the 5-Star Equipment Warranty is conditional upon geographic location and machine eligibility. Contact your rep for more information.