INSTITUTENWEG 25A
NL-7521 PH
ENSCHEDE – THE NETHERLANDS

GENERAL SERVICE CONDITIONS – WORLD WIDE

Alia Instruments B.V.

1.0 General

1.1 ALIA INSTRUMENTS offers technical services for installation, start-up, training, maintenance, and repairs, subject to the general conditions described in this document. In all cases not covered by these General Service Conditions, The FHI Terms and Conditions of Sale will apply.

1.2 The provision of services formally ordered by the customer will be carried out under ALIA INSTRUMENTS's technical responsibility. Depending on the type of service to be provided, ALIA INSTRUMENTS will send one or more specialists as per article 2.1.

1.3 Customer may impose their own prevailing factory rules and safety regulations on ALIA INSTRUMENTS's personnel. If such rules and regulations exist, however, the customer is obliged to inform ALIA INSTRUMENTS's personnel accordingly immediately upon arrival.

2.0 Hourly Rates and Working Hours

2.1 The basic hourly rates for putting technicians/engineers at the customer's disposal by trade and nationality will be as follows:

Basic Hourly Rates per Skill	**Global**
Field service technician (mech/elec/software)	EUR 65,00
Software engineer / system engineer	EUR 85.00
Supervisory technician (mech/elec) / Remote Support Engineer / Senior software engineer / System Architect	EUR 100,00
Traveling & Waiting hours	100% of skill rate

2.2 These hourly rates are applicable to working, waiting and travelling hours on all working days, Saturdays, Sundays and holidays.

2.3 A normal working week consists of 40 hours, being 8 hours per day from Monday through Friday.
All other hours will carry an overtime surcharges as described in article 3.2.
Maximum working hours per week are 60.

2.4 The effective hours travelled, including waiting time, will be charged as travelling hours. The maximum number of traveling hours which will be charged per single trip will be 10 hours. Traveling hours will not carry an overtime surcharges.

2.5 If no suitable lodging is available within 30 minutes travelling time from the site, the commuting time in excess of 30 minutes will be charged.

2.6 Project coordination and reporting are included in the hourly rates. If additional job preparation, (de)briefing and reporting are required, ALIA INSTRUMENTS reserves the right to invoice these separately according to Supervisory technician rates.

3.0 Overtime Rates and Surcharges

3.1 The rates described in article 2.1 are to be considered as basic rates.

3.2 Overtime hours for working, waiting and travelling, will be subject to the following surcharges:

Overtime Surcharges and Rates per skill	**Global**
The first two working or waiting hours in excess of 8 hours on working days.	125%
Working or waiting hours in excess of 10 hours on working days. Working or waiting hours between 10.00 p.m. and 06.00 a.m. on working days. Working or waiting hours on Saturdays.	150%
Working and waiting hours on Sundays and Public Holidays	200%
Traveling hours	100%

4.0 Accommodation and Daily Allowances

4.1 Accommodation and daily allowances during working, waiting and travelling days, will be subject to the following surcharges:

Rate per day	**International**
Accommodation	EUR 99,00
Daily Allowances	EUR 45,00

The customer has the option to provide suitable board & lodging.

4.2 The accommodation and allowances described in article 4.1 will be charged for each calendar day, starting on the day of departure up to and including the day of return.

4.3 In locations where the cost of living deviates significantly from the world average, ALIA INSTRUMENTS reserves the right to charge the actual costs including a 10% administration fee.

4.4 Taxes, duties, levies, etc. imposed on ALIA INSTRUMENTS or on ALIA INSTRUMENTS's personnel in the customer's country or in the country where ALIA INSTRUMENTS's equipment is installed will be borne by the customer.

5.0 Travelling Expenses

5.1 Travelling expenses from ALIA INSTRUMENTS to the customer's site and back will be charged to the customer including a 10% administration fee. Traveling expenses generally includes: transportation to and from the airport, flight ticket, travel advances, luggage costs, transportation of tools and equipment, insurance costs, passport and visa costs, and all prescribed medical examinations and vaccinations.

5.2 If the travelling is done by car an amount of EUR 0,55 per travelled kilometer will be charged.

5.3 The commuting between the accommodation and the customer's site will be arranged by the customer. Any commuting costs will be borne by the customer.

6.0 Medical Care

6.1 It is in the best interest of both ALIA INSTRUMENTS and the Customer to ensure that ALIA INSTRUMENTS's personnel are always exposed to healthy living and working conditions that allows for sufficient rest, adequate nourishment, and a safe and hygienic environment.

6.2 In case of illness of ALIA INSTRUMENTS's personnel, the Customer will assist by all means possible to arrange first class medical treatment, medicine, hospitalization, etc. ALIA INSTRUMENTS will assess the seriousness of the illness of the employee and discuss with the Customer the appropriate action.

6.3 In case of a long period of illness or if it is needed that ALIA INSTRUMENTS have to repatriate the employee, ALIA INSTRUMENTS will provide replacement personnel, under the same terms as the original contract based on availability and mutual agreement.

6.4 The Customer will not be invoiced for any hours or costs as long as the ALIA INSTRUMENTS employee is not working on or off-site during the time of his illness. In the worst case scenario will ALIA INSTRUMENTS repatriate the employee. All costs will be borne by ALIA INSTRUMENTS if the afore mentioned living and working conditions (6.1) did not affect the health of the employee. In case of the illness of the employee being initiated by the living and working conditions, ALIA INSTRUMENTS retains the right to invoice all costs made to the Customer.

7.0 Invoicing

7.1 Unless mutually agreed otherwise, the service provided will be invoiced at the end of each month or upon completion of the services ordered, whichever occurs first. All invoices are payable within 14 days from date of issuance, without deductions, unless otherwise agreed.

7.2 Our personnel will present work sheets, detailing hours worked and travelled, to the customer's authorized representative on a weekly basis for customer's approval and signature. One copy of the work sheets will be given to the customer.

7.3 If the customer fails to approve the work sheets within 8 days following presentation, the work sheets will be considered to have been approved, unless written explanations have been received by ALIA INSTRUMENTS within that period.

7.4 The rates mentioned are based on today's conditions, price levels and currency rates. Any changes will entitle ALIA INSTRUMENTS to change the hourly rates and/or allowances accordingly. These new rates will be valid from the day the changes occurred.

8.0 Customer Supplies

8.1 Customer is obliged to ensure and maintain optimum conditions of work and safety.

8.2 Customer will, at his own cost and risk, put at the disposal of ALIA INSTRUMENTS's personnel:

8.2.1 Support staff as required to ensure an uninterrupted and timely completion of the assignment.

8.2.2 The required transport equipment such as trucks, hoists, etc. tools and auxiliary equipment, energy supplies, heating and lighting, cleaning products and material, etc.

9.0 Site Preparation, Interruptions and Duration

9.1 Before the provision of the services ordered from ALIA INSTRUMENTS commences, all preparatory work such as finishing piping, placing on site of the equipment supplied, the appointment of support staff, supply of energy, etc. must have been completed, so that ALIA INSTRUMENTS's personnel can start their work immediately upon arrival.

9.2 Customer's support staff must follow the instructions of ALIA INSTRUMENTS's responsible engineer.

9.3 Any estimate of the duration of the work ordered is indicative; start and duration of the work can be subject to unforeseen and uncontrollable events. Possible delays will not give customer any right to penalties, compensation or claims for damages, neither direct nor indirect.

10.0 Responsibility and Support

10.1 The services ordered will be provided by ALIA INSTRUMENTS with the utmost care and to the best of ALIA INSTRUMENTS's abilities. ALIA INSTRUMENTS is not responsible for any damages whatsoever for work that is not directly connected with the supply of ALIA INSTRUMENTS's meters. Consequential damages are excluded from ALIA INSTRUMENTS's responsibility.

10.2 ALIA INSTRUMENTS offers all our customers an emergency support helpline that will be the first point of call for support. The on duty engineer will identify the appropriate action needed. Depending on the issue, will it be solved via telephone, or re-direct to a stand-by specialist. In worst case scenarios might an Engineer be needed on-site.

10.3 If needed the stand-by specialist can connect to your ALIA INSTRUMENTS software and control systems via modem after receiving the customer's approval to do so. In this instance remote trouble shooting and investigation can be made.

10.4 If the issues cannot be resolved remotely, the only other response will be to dispatch a Service Engineer. ALIA INSTRUMENTS will look for the best skilled and available engineer and will do her best to dispatch this person as soon as possible after the remote solution was not solving the issue. It is not to say the engineer will come from The Netherlands. ALIA INSTRUMENTS might also opt to dispatch an engineer from one of ALIA INSTRUMENTS's agent offices if that is where ALIA INSTRUMENTS have the appropriate skills available at that point in time.

11.0 Applicable Law

This General Service Conditions are subject to the laws of Switzerland (Europe). Any dispute between Parties arising out of, or in connection with this Agreement, the interpretation of this Agreement shall be referred to each Party's senior management for resolution through good faith negotiations. An attempt to reach a settlement shall be deemed to have failed as soon as a Party so notifies the other Party in writing to that effect. If Parties fail to amicably solve a dispute, the court of Bern, Switzerland, shall be the competent court to decide on the dispute.