

SERVICE PLAN 2025/26

EXPLANATORY NOTES

• **PRIORITY ATTENTION**

When necessary, a queuing system operates with regards to the order of carrying out repair work at FEL's Premises. Priority will be given to machines that are covered by service plans. As a result, machines sent to FEL's premises that are not covered by a service plan will effectively receive the lowest priority service.

All service plan machines have priority over all other machines that are awaiting attention. They also have priority over machines that are already being worked on.

• **UNLIMITED "HOT-LINE" TELEPHONE SUPPORT**

A telephone "hot line" directly to FEL's service department is manned from 9.00am to 5.00pm from Monday to Friday (excluding public holidays). Technical support to try to locate and correct faults or help with "finger-trouble" problems is given. A course of action will be agreed upon there and then if a fault cannot be cleared.

The "hot line" telephone number is attached by a label to both the machine and case with a service plan number.

• **DELIVERY COSTS (FEL to Customer)**

FEL will arrange and incur the cost of delivery of equipment covered by any service plan to the customer's site (within the UK), using standard "next day" delivery.

At the customer's request, a faster response (eg. individual courier) can be arranged by FEL, but the customer will have to pay any additional expenses incurred in doing so.

NOTE: It is the customer's responsibility to arrange delivery of equipment to FEL's premises.

• **ANNUAL SERVICE**

An annual service will be provided for customers with service plan, all costs for parts and labour will be included (see exclusions).

Following a service, a new label is affixed to the splicer giving details of the next "service due" date.

- **FAST RESPONSE FOR REPAIR**

It is FEL's aim to make the necessary repairs to faulty machines, within 3 full working days of the machine being received at FEL's premises.

- **REPLACEMENT MACHINE**

Customers with equipment covered by a service plan automatically qualify for a replacement machine for the duration of the repair for a discounted price (Premium Plan: 15% off list price, Standard Plan: 5% off list price). For service plan customers, FEL guarantees that a customer's faulty splicer will be either repaired or a replacement machine provided, possibly with an *on-site visit by a FEL engineer (at FEL's discretion) by 10.00am of the next working day (providing the fault is reported by 3.00pm latest). *

Please contact FEL at least one day before shipping in the registered item for repair/service for arrangement of the discounted rental fusion splicer. * When arranging equipment for repair/service and requesting a discounted rental fusion splicer, please do not ship more than three units at a time. Please call first to discuss logistics i.e., return delivery address, additional rental payment, etc. *Applies to mainland UK customers only.

The attached Service plan can be offered anytime to our customers who have already purchased a splicer kit.



Eligibility for service contract

Only equipment agreed by Fujikura Europe Limited (hereafter referred to as FEL) is eligible for inclusion under this contract.

Period of Contract

This agreement shall be effective from the date specified in section 2 of the 'Service Contract Application Form', for equipment detailed in section 3 of the 'Service Contract Application Form'. The contract will remain in force for a period of one year or until terminated by either party.

The contract may be terminated by either party at any time by giving 30 days written notice, however charges may apply.

FEL retain the right to withdraw any individual items from this contract upon 30 days notice, if in FEL's opinion the equipment can no longer be maintained or repaired due to excessive wear or deterioration.

Customer Responsibilities

To ensure that the equipment is used in accordance with manufacturers operating instructions.

To immediately notify FEL when the equipment requires an annual service or repair.

The equipment must not to be modified in any way (except with the prior consent of FEL).

Exclusions

Equipment that has not been used in accordance with the manufacturer's instructions, been modified without FELs' consent or which has been subject to undue physical or electrical stress, may be excluded from the agreement.

FEL shall not be under any obligation to provide any annual maintenance or remedial services where;

Adjustment, repair or parts replacement resulting from accidental damage, neglect, misuse or causes other than those encountered in normal usage will not be covered.

The equipment must not be maintained or repaired by others without the prior consent of FEL.

Consumable items are not covered by either service contract. Consumable items include electrodes, clamp pads, fibre clamps, fuses and batteries.

Any work external to the splicer or maintenance of accessories or other devices not specified.

Charges and payment

Full payment shall be made by the customer within 30 days from the date of invoice.

If either party is in default of their obligation under this agreement and such default continues for 30 days after written notice thereof by either party, this agreement may be terminated by the other party without prejudice to any remedy.

General

Remedial or annual service maintenance provided under this contract shall be performed during the hours of 09.00 – 17.00, Monday to Friday*

*Excluding public holidays.

This agreement shall be governed and construed entirely in accordance with the Laws of England.

Force Majeure

Neither party shall be liable for failures or delays attributable to causes beyond its control.