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HERE ARE THE BASICS OF HOWA FLOW SORT X-RAY DIAMOND RECOVERY MACHINE INSPECTION SERVICE AGREEMENT WORKS.

FLOW_INSPECT_SERVICE_070725_2_26.doc
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Please Note: Throughout this document “FLOW” shall mean Flow Electronics (Pty) Ltd and its subsidiary company Flow Sort (Pty) Ltd

What is an “inspection service agreement”?

This is an agreement set over a period of 12 (twelve) months. (A total of 12 (twelve) site visits in the 12 (twelve) month period.) You simply place an order for such service (based on our quotation) and the contract starts!

How long does an inspection service take and how much time must you, the customer, allow for down time?

Our inspection service typically takes 2.5 (two and a half) hours per sorter. If major components have to be changed such as feed slide, feeder tray, feeder hopper gates etc. additional time must be added for such work.

What does a FLOW inspection service agreement include?

On site labour at a 10% discounted rate.
All traveling costs less 10% discount.
A 10% discount on FLOW service spares.
24/7 telephone support.
Consumables used during an inspection service at no charge.

What does FLOW do during an inspection service visit?

An inspection service visit consists of a visual check as well as a functional check of each Flow Sort machine. This typically includes the following:

1. Conduct a Flow Sort marble recovery test before and after the service.
2. Replace the window frame if necessary
3. Check the feed slide and stabilizing curtains for wear.
4. Check the ejector and replace gates, shafts and bushes if necessary.
5. Replace the optic box front gaskets
6. Service the control panel, printer paper, printer ribbon, fuses etc.
7. Check the feeder arrangement

8. Check the sorters water system
9. Check sorter feed rates and adjust if required.
10. Complete a comprehensive inspection service report.

What happens if the inspection visit takes longer than 1 (one) day.

FLOW has included any such requirement and there will be no extra cost.

What do we do when a service component not set out in the agreement requires replacement?

If there is any major work required the service technician will mark this on the service consent form.

Attached please find the "FLOW Sorter Service" Sheet. File Ref:
FS_SERVICE_REPORT_6_070725_26.xls

An authorized site person will either approve the work (for that visit or the next) or reject it.

Attached please find the "FLOW Service Cost Details" Sheet. File Ref:
FS_INSPECT_SERVICE_COSTING_070723_25.pdf
(Note: these prices include the 10% discount on labour and parts)

What do we do when a non service component not set out in the agreement requires replacement?

This will have to follow the "normal" FLOW / Customer Procedure:-

- A quotation from FLOW
- An order from the Customer.
The order must be placed on FLOW before any work is to be carried out.

What are service components?

These are the parts subject to wear and tear. Attached please see Service Parts List
File Ref: FS_INSPECT_SERVICE_COSTING_070723_25.pdf

When does the inspection service agreement start and when will FLOW be on site?

Once FLOW receives the signed agreement we will send you the proposed dates within 7 days for your approval. Once you have agreed on the dates, FLOW will endeavor to carry out service visits as scheduled.

How do the payments work?

Once FLOW has been on site and the reports are signed, FLOW will invoice the approved work done. The Customer then will pay on their “usual” payment terms.

What can you (the customer) do if you are not happy with the Services provided by FLOW.

If you are not happy with the service received during the inspection service visit, please notify us in writing. If we are unable to resolve the matter to your satisfaction we shall terminate the contract with immediate effect. You pay up to and including the last service visit and there will be no further financial implications.