

V2 HOTLINE SERVICE AGREEMENT

2.1. Preamble

This agreement will be concluded for the utilization of the service "Hotline telephone service" between the mentioned contract partners.

2.2. Object/performance volume

The supplier engages to operate a "hotline service" outside his normal office hours.

The "hotline service" is the attainability by telephone of a qualified contact partner regarding consultancy and solution of technical problems on ENGEL products via the defined hotline telephone number +43 (0) 50 620 3333. The communication languages are German and English.

The "hotline service" can include among others:

- Consultancy at technical problems - setting help
- Help at troubleshooting
- Coordination for fastest possible spare part deliveries and service actions

Period of the attainability (Central European Time - MEZ):

Monday till Friday:	18.00 till 07.00 o'clock MEZ
Friday:	17.00 till through Monday 07.00 o'clock MEZ
On Austrian holidays:	00.00 till 24.00 o'clock MEZ

2.3. Remuneration of the hotline service utilization

The fee for the hotline telephone service is per service: EUR 100,--

The establishing of contact by telephone occurred by the orderer.

It is expressly pointed out that this hotline service is not part of the ENGEL guarantee services and therefore the fee must also be paid when using ENGEL products being in guarantee period.

By the resort of the service hotline the orderer consents to this agreement.