

MILTON ROY GLOBAL SERVICES AUTHORIZED SERVICE CENTER PROGRAM



 **MILTON ROY**[®]

an Accudyne Industries brand

1. What is an Authorized Service Center?

An Authorized Service Center (ASC) is a company that Milton Roy deems qualified to service our products covered under Milton Roy's manufacturer warranty.

2. What is the Authorized Service Center agreement?

An Authorized Service Center agreement governs the relationship between the service provider and Milton Roy. This agreement, among other things, determines the scope of the service provider's work and the products the service provider is authorized to serve.

3. What are the advantages in being an Authorized Service Center?

Being an ASC gives you many of the same benefits as a Milton Roy service center: access to vendor support and technical materials and the ability to perform maintenance, service, and repair work on behalf of Milton Roy. This work includes installations, supervision, audits, health checks, service calls, and annual maintenance contracts.

Any service performed by an unauthorized service center will void the product's warranty.

4. What if I chose not to be an Authorized Service Center?

Companies that are not an Authorized Service Center will not be able to perform service or repair work on behalf of Milton Roy and will not receive warranty protection from Milton Roy.

Milton Roy will actively promote Authorized Service Centers as the only authorized company to perform services on our behalf.

5. What are the requirements to become an Authorized Service Center?

Interested companies must meet and maintain Milton Roy's operational standards, in addition to the requirements outlined below:

- Sign Non-Disclosure Agreement (NDA)
- Undergo the Accuscreen due diligence process
- Agree to the scope of supply as an ASC
- Participate in a site visit to confirm ability to perform service and repair work
 - Tooling
 - Lifting equipment
 - Test facilities
 - Personnel
- Sign Authorized Service Center agreement

The above requirements and process are dependent on and may vary based on the company's status as a new or existing channel partner.

6. What are the commitments as an Authorized Service Center?

- Employ qualified personnel capable of serving the products, and performing minor and major repairs, rendering fast and accurate service and repairs that are cost-effective to its customer base.
- Protect the customer's interest by promoting new replacement products (or an exchange gearbox, high-speed shaft assembly, or other related products), when major overhaul and repair costs make such a procedure uneconomical.
- Develop and maintain a quality program, subject to audit by Milton Roy, and perform a level of performance, which in the reasonable exercise of Milton Roy's judgment, is acceptable.
- Maintain a clean and uncluttered service facility and parts stockroom. Ensure sufficient calibrations with records are available, and maintenance practices for all measurement devices used on Milton Roy repairs.
- Secure parts planning, resolving any operational field issues and ensuring successful long-term operation of the products within the territory.
- Hold, in confidence, price lists, drawings and other data that have been furnished to the ASC by Milton Roy as proprietary and confidential information.
- Maintain a computer system with Internet access for ordering parts through Milton Roy's system.
- Prepare a standard report for all overhauls and repairs performed on Milton Roy products and parts.
- Implement an electronic database of Milton Roy's installed base of products within the ASC's territory.
- Use only OEM parts or Milton Roy-approved third-party parties in all warranty repairs, recalls, campaign inspections, and other corrections and repairs directed by Milton Roy.
- Use marketing materials and signage that comply with Milton Roy's marketing standard. Milton Roy will coordinate with the ASC to review such documents to support compliance.

7. What is Milton Roy's commitment to the Authorized Service Centers?

- Provide technical data and assistance to repair and overhaul products effectively.
- Furnish parts promptly as needed by the ASC to effectively perform the repair and servicing responsibilities.
- Furnish drawings, materials, ISO procedures, engineering directives, engineering bulletins, decontamination procedures, instruction manuals, authorized repair procedures, M&O training manuals and any relevant documentation procedures necessary to enable the ASC to repair and service the products indicated conclusively.

8. How will the Authorized Service Center program work?

- The objective is for Milton Roy, in collaboration with the Authorized Service Center, to increase the asset management offerings available to our end users.
- Together, we will offer service solutions which will include installation and supervision, audits, health checks, service calls, and maintenance contracts.
- Any contracts undertaken with Milton Roy will be executed by the Authorized Service Center and will be compensated at agreed rates.