



No:

**Service Agreement Schedule**

Customer (Invoice) Address

Site Address

Machine	Serial Number	PMs	EMs	Parts Cover <sup>1</sup>	AVD <sup>2</sup>	Effective Date	Annual Fee
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Total annual fee excluding VAT: £

<sup>1</sup>The relevant Parts Cover is as detailed in the table and Scheduled Parts List in conjunction with the Terms & Conditions overleaf and any other Special Conditions noted below. <sup>2</sup>AVD is the Additional Visit Discount.

**Special Conditions:**

**Service Agreement Acceptance**

Morgana Systems Ltd. are hereby authorised to render service under the Terms & Conditions overleaf and the Schedule and Special Conditions defined above for which service the undersigned agrees to pay the fee as agreed.

Accepted for and on behalf of

Accepted for and on behalf of

Morgana Systems Ltd.  
Davy Avnue  
Knowlhill  
Milton Keynes  
MK5 8HJ

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: **James Walsh**

Position: \_\_\_\_\_

Position: **Customer Services Manager**

Date: \_\_\_\_\_

Date:

## Service Agreement Terms and Conditions

1. On receipt of the annual fee Morgana Systems will provide planned maintenance (PM) visits, inclusive of appropriate safety checks, and will provide emergency (EM) callouts per machine per year if required, to the quantity defined on the Agreement Schedule. Callout and Labour charges for additional visits beyond the above will be discounted (AVD) as defined on the Schedule.
2. Morgana Systems undertake to restore or maintain machine functionality commensurate with the machine's age and condition by adjusting repairing or at the engineer's discretion replacing worn or failed parts on the parts cover basis defined on the Agreement Schedule. This excludes all consumable supplies.
3. Morgana Systems will apply its best endeavors to achieve its target response time of next working day or better for emergency callout visits, where required by the Customer.
4. This agreement covers routine maintenance and repair that can be carried out onsite. It does not cover parts fitted by non-Morgana personnel. It does not cover refurbishment of frames or chassis due to fair wear and tear nor major repairs requiring workshop activity. It does not provide for loan of equipment during repair. It does not cover costs associated with accidental damage negligence operation beyond machine specification or duty cycle.
5. The customer undertakes to ensure that necessary day-to-day adjustments or maintenance as recommended by Morgana operator training and documentation is carried out and the equipment is used within its specification and designed duty cycle. Failure to comply with these requirements, consult relevant documentation or apply the recommendations of Morgana service personnel may result in charges related to associated service work.
6. Morgana Systems reserves the right to discontinue service under this agreement where, in our opinion, equipment is being used in such a manner as will prevent the fair fulfillment of this agreement.
7. This agreement will be automatically renewed unless notice in writing to terminate is given at least 30 days prior to its expiration, except in the case of fee increases whereupon the customer may cancel immediately. The annual fee may be increased in line with the Retail Price Index.
8. Service agreements on machines beyond their warranty period are only valid subject to an inspection and satisfactory engineer's report. Any remedial work required to bring the equipment up to a satisfactory condition will be charged for at normal Morgana time and materials rates.
9. Benefits obtained under this agreement are not transferable.

Parts Cover	Scheduled Parts	Non-Scheduled Parts	Note
<i>None</i>	Chargeable	Chargeable	
<i>Scheduled</i>	FOC	Chargeable	Excludes Consumables (Drivers, Blades etc)
<i>All</i>	FOC	FOC	Excludes Consumables (Drivers, Blades etc)

### Scheduled Parts List:

#### FOLDERS & CREASERS:

Filters  
 Polycord belts  
 Caliper cables  
 Feed belt conveyor  
 Fuses  
 Drive motor brushes

#### PAPER DRILLS:

Drive belts  
 Springs  
 Drill sharpener bits  
 Hydraulic oil

#### GUILLOTINES:

Knife bolts  
 Bulbs  
 Reservoir oil  
 Fuses  
**NUMBERERS:**  
 Motor brushes  
 Fuses

Upper and lower friction tyres

Feed tyres

#### COLLATORS:

Centre feed wheel  
 Separator pads

#### BOOKLETMAKERS:

Feed belts  
 Feed tyres  
 Separator pads  
 Drive motor brushes  
 Fuses  
 Filters