

Service Level Agreement

Coolworld Nederland BV

October 2022

This SLA is an inseparable part of the rental contract of Coolworld Nederland B.V. (Coolworld) and describes the agreements between Coolworld and the Client in respect of:

1. Logistics and installation work
2. Equipment maintenance and use
3. Faults
4. End of rental period
5. Fees for additional services
6. Generator rental

1. Logistic and installation work

Planning

- Coolworld will determine the date and time of delivery/installation and collection/removal, unless otherwise agreed in writing.
- Delivery/installation: no later than the first day of the rental period.
- Collection/removal: no later than five working days after the last day of the rental period.
- Coolworld will inform the Client of delivery/collection no later than one working day in advance.

Scope of activities

- Logistic activities consist of: On-site handling at Coolworld's warehouse, cleaning and technical inspection before delivery, loading and unloading at Coolworld, transport from and to the Client and loading and unloading at the Client's premises.
- The transport rates stated in the Rental Agreement include 1 hour of loading and 1 hour of unloading at the Client's premises.
- Additional loading and/or unloading and waiting hours will be charged based on actual costs.

The Client shall ensure:

- Optimal access for the lorry to the installation location, both during delivery and collection. Coolworld will have the possibility of placing the equipment next to the lorry/trailer (important is for example, but not exclusively, height, lorry turning circle).
- Availability of any aids needed(e.g. pallet truck/ wheeled cart/forklift truck. These are not included and must be provided by the Client, unless otherwise stated in the Rental Agreement in the 'Remarks' section.
- Sufficient and safe workspace and working conditions for our engineers.
- Flat, stable and hard surface for safe installation of Coolworld equipment.
- Sufficient space for air circulation for the equipment.
- Sufficient and safe power supply at the location where the equipment is positioned.
- Availability of any specific facilities specified in the Rental Agreement in the 'Remarks' section (for delivery of the equipment).
- Presence of an authorised person of the Client to receive the equipment and to indicate the correct unloading and/or installation location. Coolworld shall regard the person signing for the receipt on behalf of the Client to be an authorised person.

2. Equipment maintenance and use

Planned maintenance (Coolworld rental fees include work related to planned inspections and maintenance as described here)

Scope of work for planned inspections and maintenance

- Performance of F-Gas check in accordance with the F- Gas Regulation for HFCs.
- Performance of general technical service.
- Replacement of parts at end of life and/or wear due to normal use.
- Cleaning the condenser.

Client obligations with regard to the use of the equipment

- Use and management of the equipment with proper care.
- Act according to verbal and written user documentation (including loads, floor load, etc.).
- Restrict negative environmental factors (e.g. harmful/corrosive substances, high ambient temperature, dust, moisture).
- Ensure adequate protection in the power supply against overloading and peak loads.
- Limit the frequency of opening cold storage doors and the opening period.
- Refrain from entering the cold storage with forklift trucks.
- Refrain from moving, repair and/or modification of the equipment without Coolworld's prior written permission.
- Prevention of condensate damage.
- Inform Coolworld of any use and storage of substances with a risk to public health.
- Prevention of frost damage to equipment. Prevent repeated starting and stopping of equipment.
- Keep the equipment clean, as well as condenser and air/water filter (if present).
- Replace defective lamps/fuses
- Defrost evaporator when freezing.

3. Faults

Reporting faults

- The Coolworld trouble-shooting service is available 24 hours a day, 7 days a week, 365 days a year by telephone: **+31(0)416 688088**
- Coolworld guarantees that support by telephone is available within 1 hour.
- If needed, an engineer will be sent for support on site. Timing in consultation with the Client.

Scope of work in case of malfunctions

- Coolworld rental rates include activities and parts for;
 - o Repairing defects in case they are caused by wear and/or normal use. Whether this is the case will be determined by Coolworld.
 - o Costs related to malfunctions imputable to the Client, for example, but not exclusively, due to improper use, will be charged based on actual costs.

Client obligations regarding faults

- Solve simple faults using oral instructions and written user documentation.
- Report non-resolvable faults directly to Coolworld by telephone and then confirm in writing.
- Adhere to (telephone) instructions. The Client must be physically present at the equipment.
- Reset alarms only in consultation with Coolworld.
- Presence of an authorised person of the Client when a Coolworld engineer is on site.

4. End of rental period

Client obligations

- Presence of an authorised person of the Client at the inspection and transfer of the equipment. Coolworld will regard the person signing for the transfer on behalf of the Client, as an authorised person.
- Full, empty, clean and damage-free return of the equipment after the end of the rental period:
 - o Costs arising from not returning the equipment in a clean and proper condition, such as, for example, but not exclusively, the removal of graffiti and harmful substances and the like, will be charged based on actual costs.
 - o Damage to the equipment and any shortcomings will be charged based on actual costs.
- In the case of movable storage space, the Client shall ensure that the equipment provides the following conditions upon return:
 - o The oxygen content must be at least 20%;
 - o The concentration of gas/vapours must be lower than 10% LEL;
 - o The measured concentration of toxic substances must be lower than the MAC value.

If these conditions are not met, the Client will be liable for any damage and costs.

5. Heating boiler and heater rental

Planned inspections and maintenance

Standard planned inspections and maintenance by Heatworld:

- *Diesel-fired*
 - Periodic inspections: Once every 2 years
 - Planned maintenance: Once a year
- *Gas-fired*
 - Planned inspections: Once every 4 years
 - Planned maintenance: Once a year

Client obligations

- Flexible gas hoses may be supplied for gas-fired heating boilers. These hoses may only be used in the open air.
- The water used in the heating boiler must have a pH value between 8.5 and 10.
- If the heating boiler is supplied with a full fuel tank, it must also be returned full.

- If the heating boiler is supplied with an empty fuel tank, it must also be returned empty.
- When the heating boiler is not used in winter, the Client must completely empty the system, to prevent frost damage. Coolworld can supply monopropylene glycol (= antifreeze) to prevent possible damage. If the Client does not comply with these instructions, any costs and damage will be charged to the Client.
- All prices are exclusive of fuel and/or fuel management, unless otherwise agreed in writing.
- Daily checks of the operating pressure and fluid levels and if needed, topping up diesel, gas and water/glycol.

6. Generator rental

Client obligations

- Daily checks of fluid levels and top-up, if needed, of fuel, oil, coolant, battery fluid, etc.
- Daily checks and cleaning of the radiator(s) as well as keeping the multi-belts and/or V-belts tensioned.
- Ensure legally required grounding.
- If the generator is supplied with a full fuel tank (internal or external), it must also be returned full.
- If the generator is supplied with an empty fuel tank (internal or external), it must also be returned empty.
- Inform Coolworld if it is not possible to carry out the above-mentioned instructions.

Rates for generator sets

- Rental rates:
 - o Include material costs for maintenance, but exclusive of working hours and travel costs.
 - o Exclude costs of grounding, installation and removal.
 - o Exclude fuel and/or fuel management.

The Client will be liable for any damage and costs incurred by Coolworld or third parties that are the result of non-compliance with obligations, as stated in this SLA.

Coolworld Rentals and Heatworld Rentals are trade names of Coolworld Nederland B.V.