

## SPARE PARTS AVAILABILITY

Fast & Fluid Management B.V. understands that customers need their tinting and mixing equipment operating at peak performance. The critical part will be replaced quickly and efficiently when a breakdown occurs. This newsletter outlines our policy on spare parts availability and presents our commitments to our customers.

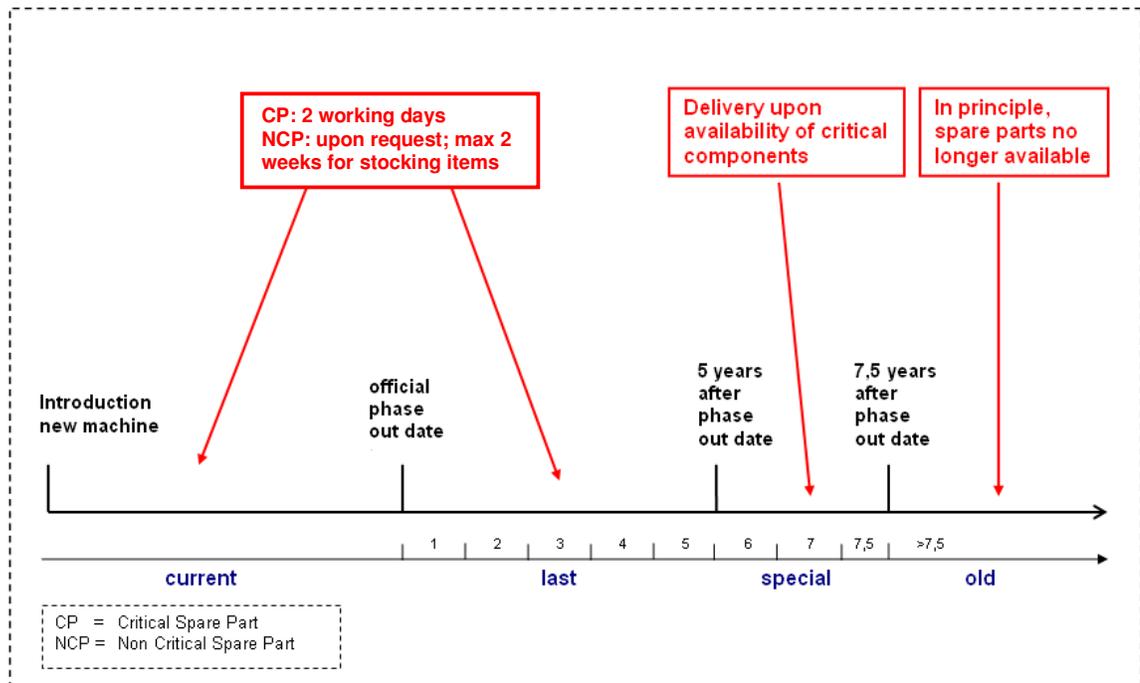
### Commitment 1

Fast & Fluid Management B.V. will dispatch urgent customer orders for critical parts within 2 working days after ordering, providing they meet the conditions of a critical order. If the order is received before 10 A.M. CET they are even ready for delivery by 4 P.M. CET the same day. Please refer to the conditions.

### Commitment 2

For all machines currently in production and for future developments, Fast & Fluid Management B.V. warrants delivery of all spare parts now and up to 5 years after official phase out date. Please refer to the chart & conditions below.

Fast & Fluid Management B.V. commits to the following policy on spare parts availability



### Terms & Conditions

To be able to meet these commitments, we have refined our spare parts process. This involves rationalization of our stock in order to have the right parts available when you need them. More details of the new policy can be found on the next pages.



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### Critical and Non-Critical spare parts

All spare parts are divided into Critical Spare Parts (CP) and Non Critical Spare Parts (NCP).

**Critical Spare Parts (CP)** are parts that are critical to the operation of the machine and in case of a defect result in (full) breakdown of the tinting equipment. Please refer to the recommended spare parts list for your particular machine. This list can be downloaded from our web site.

All the other parts are categorized as **Non Critical Spare Parts (NCP)**.

### Critical and Non-critical orders

Orders that meet the following conditions are considered to be critical orders:

- The order concerns critical spare parts
- The order contains single units, with a maximum of 3 lines items for a single machine type
- The order is clearly marked 'urgent'

These parts will be dispatched within 2 working days after ordering. If the critical orders are submitted to Fast & Fluid Management B.V. the Netherlands **before** 10 A.M. (CET) they will even be ready for delivery at 4 PM (CET) the same day (ex-works Sassenheim).

All other parts orders will be categorized as Non-critical orders. These parts will be delivered upon request; for regularly sold parts, based on the sales history of the specific part. We strive to a lead time of maximum two weeks after order date. Lead times for big stock orders and orders for refurbishing are upon request.

### Applicable Equipment

\*The above mentioned policy is applicable for all machines classified as "Current", this includes:

- Automatic dispensers: Tintmaster 300, Harbil 150, Harbil 450, Harbil 650, HP500, HP800, AT1500/550
- Others – Automatic Dispensers: PDC, TMHC
- Manual Dispensers: Giotto, Picasso
- Shakers: SK350, SK450, SK550
- Mixers: Hercules Digital, Galileo, Ferraris

\*This policy is also applicable for machines classified as "Last", this includes:

- Automatic dispensers: HA200/400/600, Leolux NV, Tiziano NV, AT750, ET-L, ET-M
- Shakers: SO20A, SO400, SO30m

\*This policy does not apply for the machines classified as "Special", this includes:

- Shakers: SO30ex, SO300, SO10m, SO100

Supply of these spare parts depends on market availability. Stock levels for critical and non critical spare parts will be calculated based on sales history.

\*This policy is not applicable for machines no longer in production and phased out before the year 2005 (classified as "Old") either, this includes:

- Automatic Dispensers: BT, HAS, HAM, HAL, Harbil 200 1.0/1.1, Harbil 400 1.0/1.1, Harbil 600 1.0/1.1
- Others- Automatic dispensers: Tintia
- Shakers: SO40a/as



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- Mixers: SX40m/a
- Manual dispensers Blendorama series I

Supply of spare parts depends on market availability; lead times and prices will vary upon order. Purchase of single pieces is not always possible and therefore minimum quantities may apply.

We will inform you about the phase out of a machine or model in our regular newsletters. Five years after phase out, spare parts become 'specials' and delivery will be upon request subject to special conditions. You will be notified by our customer service department on availability, price and lead-time.

### General conditions to spare parts availability

All spare parts performance is subject to the following conditions and any legal requirements of the European law.

- This policy is exclusively applicable for single units of registered spare parts.
- The lead time indication is based on working days.
- The maximum lead time is calculated based on the order received date to ready for delivery date at Fast & Fluid Management B.V.
- Start date lead time based on complete orders, meaning that orders contain all necessary info for order entry, e.g. clear indication of invoicing and shipping address and article number.
- Fast & Fluid Management B.V. preserves the right to offer substitutes
- Minimum order value € 25,-
- The introduction of any version upgrade of equipment is considered to be the official phase out date of the previous version.
- The ongoing supply of some electronic components will be beyond Fast & Fluid Managements' reasonable control, and we will not be held liable in such circumstances.

The following additional conditions apply for delivery of 'specials':

- Supply of spare parts depends on market availability.
- Lead times & prices can vary upon order.
- Minimum quantities apply, purchase of single pieces is not always possible.