

SIEMENS

Service & Maintenance Agreement

Customer's Name & Address hereinafter referred to as " Customer "	Partner Code (where applicable):
	Agreement Number:
	Agreement Commencement Date:
	Customer's Representative Contact Name:
	Customer's Representative Contact Number:
Siemens Pte Ltd 60 MacPherson Road Singapore 348615 hereinafter referred to as " Siemens "	Siemens' Representative Contact Name:
	Siemens' Representative Contact Number:

WHEREAS

- A. Siemens offers to provide services to maintain the Customer's equipment/product, subject to the terms and conditions of this Agreement and its Schedules and the Siemens General Conditions of Service and Maintenance, a copy of which is annexed hereto.
- B. The Customer accepts the offer on the terms and conditions specified above.

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

I. Scope of Services

Please refer to Schedule 1 & 2 for details.

II. Fees and Payments

The fee covering the Services for _____ months commencing on the date stated above shall be S\$_____ (the "Fee") and excludes any applicable goods and services tax ("GST") or other government charge or duty (including where applicable, withholding taxes) from time to time prescribed by law.

* A. The Fee is payable in advance, and shall be paid in instalments of S\$_____:

- [] Monthly
[] Quarterly
[] Half-yearly
[] Yearly

OR

* B. The Fee shall be paid in instalments of S\$_____, upon provision of Services under this Agreement.

(* Delete as applicable)

III. Validity of Agreement & Option to Renew

This Agreement shall commence on the date stated above and shall be in force for a term of _____ months (the "Term"). The Customer shall have the option to renew this Agreement for further periods of one (1) year subject to Parties' agreement on any revisions to the Fee, and provided that such option is exercised at least one (1) month before the date of expiry of this Agreement, and is accepted by Siemens.

List of Schedules

Schedule 1 – Equipment List

Schedule 2 – Scope of Services

Schedule 3 – Specific Terms and Conditions

IN WITNESS WHEREOF the Parties have caused this Agreement to be duly executed.

For and on Behalf of Siemens Pte Ltd:

For and on Behalf of _____:

Name:
Designation:
Date:

Name:
Designation:
Date:

Name:
Designation:
Date:

Schedule 1

Equipment List

Schedule 2

Scope of Services

Schedule 3

Specific Terms and Conditions

SIEMENS General Conditions of Service and Maintenance

1 Definition and Interpretation

- 1.1 In these Conditions, the following words and expression shall have the following meanings except where the context otherwise requires:

"Additional Charge" means a charge payable by the Customer for additional services outside the scope of the Services in accordance with Siemens' prevailing rates for such services including without limitation, the supply of spare parts and goods.

"Agreement" means the Agreement for the Services entered into by Siemens and the Customer, and includes these Conditions.

"Conditions" means these General Conditions of Service & Maintenance which are incorporated into and form part of the Agreement and includes any special terms and conditions agreed in writing between the Customer and Siemens.

"Customer" means the person or persons, firm or company named on the cover page of the Agreement.

"Equipment" means the equipment listed in Schedule 1.

"Fee" means the fee payable for the Services as specified in Section II of the Agreement.

"Party" means the Customer or Siemens, and "Parties" means both of them.

"Services" means the maintenance and other services provided in respect of the Equipment detailed in Schedule 2 and as defined in these Conditions.

"Service Time" means the period set out in Clause 2 herein.

"Site" means the premises where the Services are provided.

"Siemens" means the Siemens company named on the cover page of the Agreement including its successors, agents and assigns.

"Term" means the duration of the Agreement as set out in Section III of the Agreement.

- 1.2 Any reference in these Conditions to any provision of a statute and any regulations made in pursuance thereof as from time to time modified or re-enacted, whether before, on or after the date of the Agreement, so far as such modification or re-enactment applies or is capable of applying to any transaction entered into prior to completion of the Agreement (so far as liability thereunder may exist or can arise) shall be construed as a reference to that provision or regulation as amended, re-enacted or extended at the relevant time and shall include also any past statutory provision or regulation (as from time to time modified or re-enacted) which such provision or regulation has directly or indirectly replaced.
- 1.3 The headings in these Conditions are for convenience only and shall be ignored in construing these Conditions and shall not affect their interpretation.
- 1.4 Words (including words defined in the Agreement) importing the singular also include the plural and vice-versa where the context requires. The words "written" and "in writing" include any means of visible reproduction.
- 1.5 These Conditions shall govern the Agreement to the exclusion of any other terms, conditions, arrangements, customs or practices provided that any terms or conditions stipulated incorporated or referred to by Siemens in its written quotation if any, or in Schedule 3, that are inconsistent with or varies from these Conditions shall override these Conditions. These Conditions shall prevail over differing or additional terms and conditions proposed by the Customer, including without limitation, those contained in any offer or invoice.

2 Service Time

The Services shall be performed within the Service Time, which shall be between 8.30 a.m. and 5.30 p.m., Mondays to Fridays, Public Holidays excluded unless otherwise agreed in Schedule 2. Response times for corrective maintenance services shall be as set out in Schedule 2.

3 Modification, Changes and Enhancements

- 3.1 During the Term, Siemens shall at their discretion undertake such modifications, changes or enhancements to the Equipment and/or implement any practice, procedure or measure, which is deemed by Siemens to be necessary and/or to prevent or minimise damage to the Equipment.
- 3.2 Siemens will before undertaking any such modification, change or enhancement etc as mentioned in 3.1 above, explain to the Customer the need and cost (where applicable) of such modification, change or enhancement. The Customer shall pay any Additional Charge for such modification, change or enhancement according to Clause 7.2.

4 Exclusions & Additional Services

- 4.1 The Services do not include:-
- Repair of damage arising from the act, error, fault, neglect, misuse, improper operation or omission of the Customer or its servants, agents, contractors or invitees or any person whether or not that person is under the control or direction or authority of the Customer.
 - Repair of damage arising from changes, alterations, additions or modifications of the Equipment by a person other than Siemens.
 - Repair of damage caused by incorrect power supply, failure of electrical power, air-conditioning, humidity control or any environmental factor.
 - Repair of damage caused by the operation of the Equipment other than in accordance with the specifications or otherwise than in accordance with the direction, instruction or recommendations of Siemens or its personnel.
 - Repair of damage arising from the re-installation, moving or removing of the Equipment by a person other than Siemens.
 - Repair of damage caused by any circumstances beyond Siemens' reasonable control.
 - Furnishing or supplying maintenance of accessories, attachments, supplies, spare parts, consumables or items associated with the Equipment unless otherwise provided in Schedule 2.
 - Transportation charges, whether for air, sea or land transport for Services carried on within or outside Singapore.
 - Work performed outside Siemens' Service Time.
 - The cost of any equipment or part whether spare part, consumable or otherwise supplied, unless otherwise provided in Schedule 2.
 - The upgrading of or retrofitting of improvements or major modification to the Equipment.
- 4.2 Siemens may at the Customer's option provide any of the services referred to in clause 4.1 or any other services requested by the Customer, at the relevant Additional Charge. Siemens shall inform the Customer of the associated Additional Charge, and the Customer shall accept the Additional Charge in writing before the services are performed. The Additional Charge shall be payable by the Customer according to clause 7.2.

5 Customer's Responsibilities

- 5.1 The Customer shall undertake to release all Equipment which is being maintained by Siemens from all operational demands when so requested to do so by Siemens in order for Siemens to perform the Services. Alternatively, the Customer shall ensure that Siemens' personnel have full and safe access to the Equipment at all reasonable times for the purpose of providing the Services. The Customer shall also ensure that such access conforms to any specifications issued by Siemens from time to time.
- 5.2 The Customer will ensure that Siemens' personnel or representatives are provided a safe and secure work environment at all times while they are on the Site to enable work to be carried out.
- 5.3 The Customer shall provide on request a suitably qualified or informed representative, agent or employee to accompany Siemens' personnel when providing the Services or to render such assistance or to give such advice as will enable Siemens' personnel to exercise unrestricted access to the Site and the Equipment and otherwise to perform the Services effectively.
- 5.4 The Customer shall supply auxiliary facilities and services when requested by Siemens as necessary for the provision of the Services. Where the Customer does not provide the auxiliary facilities and services, Siemens shall be entitled to procure such auxiliary facilities and services and seek full reimbursement from the Customer provided Siemens has given the

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Customer written notice of the non-compliance and the Customer has failed to remedy the non-compliance within the time specified in the notice.

The auxiliary facilities and services shall include without limitation:-

- a. Adequate telephone/communications facilities;
- b. Lighting for all work areas;
- c. Main and auxiliary electrical power necessary for the operation of all equipment, capable of being isolated either by isolating switches, removal of fuses or other means to the reasonable satisfaction of Siemens;
- d. 240 volt, 50 cycle single phase at 3 pin general purpose outlets at suitable locations;
- e. Suitable dry lockable storage space for the storage of machinery, equipment, materials and tools;
- f. Suitable rooms on or adjacent to the Site with adequate air-conditioning, lighting, washing, toilet and drinking water facilities for the use of Siemens' personnel or representatives; and/or
- g. Lifting machinery or devices, timber, planking, strutting, cement, fuels, water, gas etc.

5.5 The Customer shall upon Siemens' request furnish to Siemens sufficient information which, in Siemens' reasonable opinion, will enable the Services to be carried out forthwith and without interruption. The Customer shall be responsible for and bear the cost of any modification to the scope of the Services arising from any discrepancy, error or omission in any drawings, specification or other information supplied or approved by the Customer.

5.6 All such assistance to be provided by the Customer under this Clause 5 or in general shall be at the Customer's sole cost and expense.

5.7 Nothing in this Agreement shall relieve the Customer from its obligations to perform normal day to day maintenance on the Equipment as per the Operator's Manuals supplied by the manufacturer and/or Siemens including but not restricted to normal cleaning procedures, checks and adjustments designed for operational use.

5.8 During the continuance of this Agreement, the Customer shall not carry out or attempt to carry out modifications to, repair of, experiments on, or maintenance of the Equipment other than day to day maintenance and the Customer shall not permit any other person except Siemens' personnel or representatives to carry out such work unless prior written approval has first been obtained from Siemens.

6 Replacement and Spare Parts

6.1 In the case of Services for which an Additional Charge is payable by the customer for replacement of spare parts, title in such replacement or spare parts shall pass to the Customer only upon full payment of the Additional Charge.

6.2 Where parts of the Equipment have been replaced by or upon the instruction, recommendation or direction of Siemens or otherwise, title in the replaced parts will pass to Siemens upon removal from the Equipment.

6.3 Siemens may from time to time require the Customer to purchase and store at the Site such spare parts as Siemens considers necessary for the provision of effective Services.

6.4 Siemens will not be liable for any failure or delay in providing the Services where such failure or delay is the direct or indirect result of the failure of the Customer to comply with clause 6.3.

6.5 Save as aforesaid, the property of and risk in the Equipment is not affected by the provisions contained in this Agreement.

7 Payment, Charges and Fees, etc.

7.1 The Customer shall pay all Fees at the rate and in the manner specified Section II of the Agreement.

7.2 The Customer shall pay the Fee, all Additional Charges and any cost wherever and howsoever incurred within 30 days from the date of Siemens' invoice.

7.3 If the Customer fails to make full payment on the due date, then without prejudice to any other right or remedy available to Siemens, Siemens shall be entitled to:

- a. terminate the Agreement or suspend any further Services or other obligations to the Customer under the Agreement; and/or
- b. charge the Customer interest on the amount unpaid on a daily basis at the rate of one per cent (1%) per annum above the average Prime Lending Rate of the Development Bank of Singapore, the United Overseas Bank and the Oversea-Chinese Banking Corporation, from the due date until payment in full is received by Siemens.

8 Maintenance Equipment

Siemens shall provide all the necessary tools, equipment, testing and diagnostic apparatus which Siemens requires in order to carry out the Service unless otherwise agreed.

9 Customer Records & Service Reports

9.1 The Customer shall keep such records relating to the use and performance of the Equipment as may be directed by Siemens from time to time.

9.2 The Customer shall permit Siemens to have access to such records at all reasonable times, including all periods during which the Services are being performed or preparations are being made for the Services to be performed.

10 Intellectual Property Rights & Confidentiality

10.1 All intellectual property rights in all materials (whether in hard copy or electronic form) which Siemens creates or supplies to the Customer in the course of performing the Services under this Agreement will, as between the Parties, be owned by Siemens.

10.2 The Customer acknowledges the confidential nature of, and the technology and design of the replacement parts and spare parts for the Equipment and items associated with the Equipment including, but not limited to, documentation, forms, trade marks, instructions, operating manuals and other information.

10.3 The Customer shall not, without Siemens' prior consent in writing, copy or cause to be copied or disclosed any details of such technology, design, procedure or items to a third party.

10.4 The Customer may only make use of such details to the extent necessary to enable the Equipment to be used in a manner reasonably contemplated by Siemens.

10.5 The Customer may only disclose such details to those of its employees by whom it is required to enable the Equipment to be used in a manner reasonably contemplated by Siemens.

10.6 The Customer acknowledges that any discoveries, inventions, patents, designs or other rights arising directly or indirectly out of or in the performance of this Agreement are the property of Siemens.

10.7 The Customer's obligations under this clause 10 shall survive the termination of this Agreement.

10.8 The Customer is responsible for the security of its proprietary and other classified information. The Customer undertakes to indemnify Siemens against all claims brought by any party for loss or damage to such information howsoever caused.

10.9 Other than as specifically provided for in this Agreement, nothing in this Agreement assigns, transfers or grants a licence to a Party over or in relation to pre-existing intellectual property rights owned by the other Party, Siemens' supplier or a third party.

10.10 Each Party agrees not to, and shall ensure that its employees, agents and advisors do not, disclose to third parties, any confidential or proprietary information arising or disclosed pursuant to this Agreement (including information not generally known to the public, such as without limitation technical, development, marketing, sales, operating, performance, cost, know-how, business and process information or computer programming techniques), except: (i) with the prior written permission of the Party to whom

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such information belongs; (ii) as required by applicable law or regulation or pursuant to a court order or direction of any government authority or regulatory body or stock exchange; or (iii) where the information is already known to, or obtained by independent means, or independently developed, by the recipient, or is already in the public domain through no fault of the recipient.

11 Liability of Parties

11.1 The Customer shall keep Siemens, its personnel and agents fully and effectively indemnified against any loss of or damage to any property or injury to or death of any person caused by any negligent act or omission or breach of this Agreement by the Customer, its employees, agents or servants, and shall pay to Siemens all reasonable costs, charges and losses sustained or incurred by Siemens as a result of Siemens being prevented or delayed from performing its obligations under this Agreement by reason of any act or omission of the Customer, its employees, agents or servants.

11.2 Except as expressly provided in this Agreement, all terms, conditions, warranties, undertakings or representations whether express, implied, statutory or otherwise relating in any way to the Services or to this Agreement are excluded. Without limiting the generality of the foregoing, Siemens shall not be under any liability to the Customer in respect of any special, indirect, incidental or consequential loss or damage however caused.

11.3 Notwithstanding any other provision of this Agreement Siemens' total cumulative liability for any act or omission, whether in contract, tort (including negligence or strict liability) or any other legal or equitable theory during the Term of this Agreement shall not exceed in the aggregate, 10% of the Fee payable under this Agreement.

12 Warranties

12.1 Siemens warrants that:

- a. it will provide the Services in a proper, workmanlike and professional manner at all times;
- b. it will exercise the reasonable standards of skill, care and diligence in the performance of the Services;
- c. it will retain a sufficient number of personnel with the expertise required to provide the Services; and
- d. its personnel possess the required skills and experience required to provide the Services.

12.2 The above warranties shall not replace or supersede the warranty applicable to the Equipment as specified in any sale and purchase agreement.

13 Force Majeure

13.1 Siemens shall not be liable to the Customer or be deemed to be in breach of the Agreement by reason of any delay in performing, or any failure to perform, any of Siemens' obligations in relation to the Services, if the delay or failure was due to force majeure. For the purposes of this clause, force majeure shall mean any unforeseen event beyond the reasonable control of Siemens such as, but not limited to any act of God, act of government or any authorities, hostilities between nations, war, riot, civil commotions, civil war, insurrection, blockades, import or export regulations or embargoes, rainstorms, national emergency, earthquake, fires, explosion, flooding, hurricane or other exceptional weather conditions or natural disaster, acts of terrorism, accidents, sabotages, strikes, shortages in material or supply, infectious diseases, epidemics, as well as travel restrictions or travel warnings due to any such events. If any delay in performing, or any failure to perform the Agreement is caused by the delay of a subcontractor of Siemens, and is beyond the control and without the fault or gross negligence of Siemens, Siemens shall incur no liability for such delay.

13.2 If such delay or failure continues for at least one (1) month, the other party may terminate this Agreement immediately with written notice. In such event, the Customer shall pay Siemens a reasonable sum in relation to Services already rendered and costs and expenses incurred prior to termination.

14 Termination and/or Suspension of Services

14.1 In addition to Siemens' right to terminate the Agreement under Clause 7.3, Siemens shall be entitled to (i) terminate the Agreement or suspend any further Services under the Agreement without any liability to the Customer, and (ii) demand that the Fee or balance thereof shall become immediately due and payable notwithstanding any previous agreement or arrangement to

the contrary, and (iii) retain any security given or monies paid by the Customer and apply the said security or monies against the assessed loss and damages, if any, suffered by Siemens, in the event that:

- a. the Customer is in breach of the Agreement; or
- b. the Customer makes any voluntary arrangement with its creditors or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction) or has an order made or resolution passed for such winding-up or shall otherwise become insolvent or make such proposal, assignment or arrangement for the benefit of its creditors or have a receiver or manager appointed over its affairs or have an application made to court for the appointment of a judicial manager or be placed under a judicial management order; or
- c. an encumbrancer takes possession of, or a receiver is appointed over, any of the property or assets of the Customer; or
- d. the Customer ceases, or threatens to cease, to carry on business; or
- e. there is a change in control of the Customer which in the reasonable opinion of Siemens adversely affects the position, rights or interests of the Customer. (For the purpose of this sub-clause, "control" means the ability to direct the affairs of another whether by virtue of Agreement, ownership of shares, or otherwise howsoever); or
- f. in the reasonable opinion of Siemens, there occurs a material change in the financial position of the Customer which is likely to affect the Customer's ability to perform its obligations under the Agreement; or
- g. Siemens reasonably apprehends that any of the events mentioned above is about to occur in relation to the Customer and notifies the Customer accordingly.

14.2 Termination of the Agreement by Siemens shall not discharge the Customer from any existing obligation accrued due on or prior to the date of termination.

14.3 The rights and remedies granted to Siemens pursuant to the Agreement are in addition to, and shall not limit or affect, any other rights or remedies available at law or in equity.

15 General

15.1 Siemens is a member of the group of companies ("the Siemens group of companies") whose holding company is Siemens Aktiengesellschaft ("SAG"), and accordingly Siemens may perform any of its obligations or exercise any of its rights hereunder by itself or through any other member of this group, provided that any act or omission of any such other member shall be deemed to be the act or omission of Siemens. The Customer shall not assign any of its rights or obligations under the Agreement without the prior written consent of Siemens, such consent to be signed by its authorised representatives. Any attempted delegation or assignment shall be void. Siemens may sub-contract the performance of this Agreement or any part of this Agreement without obtaining the prior consent of the Customer.

15.2 The fulfillment of the Agreement on Siemens' part is subject to the proviso that this shall not be prevented by impediments on the grounds of national and international legal requirements, in particular export control regulations.

15.3 Any notice required or permitted to be given by either Party to the other under the Agreement shall be in writing and signed by the authorised representatives of the Party addressed to that other Party at its registered office or principal place of business or such other address as may at the relevant time have been notified to the Party giving the notice. Notices may be delivered by hand, or by prepaid registered post or by facsimile and shall be deemed to have been served:

- (i) if by hand, at time of delivery;
- (ii) if by prepaid registered post, 3 working days after posting;
- (iii) if by facsimile, on the date printed on the facsimile transmission report produced by the sender's machine.

15.4 No waiver by either Party of any breach of the Agreement by the other Party shall be considered as a waiver of any subsequent breach of the same or any other provision. If either Party delays, neglects or chooses not to enforce its right under the Agreement, it shall not affect its right to do so at a later date.

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- 15.5 If any provision of the Agreement or these Conditions is held by any competent authority to be invalid or unenforceable in whole or in part such provision shall be construed, limited or if necessary, severed to the extent necessary to eliminate such invalidity or unenforceability and the validity of the other provisions of the Agreement and these Conditions and the remainder of the provision in question shall not be affected but shall remain in full force and effect.
- 15.6 No terms shall survive the expiry or termination of the Agreement unless expressly provided.
- 15.7 This Agreement is the entire agreement between the Parties and may not be changed unless agreed in writing by properly authorised representatives of both Parties.
- 15.8 The relationship between Siemens and the Customer is one of independent contractor and nothing in this Agreement shall be construed as creating any relationship of partnership, employment, joint venture or agency between Siemens and the Customer.
- 15.9 Save for the Siemens group of companies, the Parties do not intend that any term of the Agreement should be enforceable, by virtue of the Contracts (Rights of Third Parties) Act (Chapter 53B of Singapore) or otherwise, by any person who is not a party to the Agreement.
- 15.10 This Agreement and these Conditions shall be governed by and construed in accordance with the laws of Singapore. The Parties submit themselves to the exclusive jurisdiction of the Singapore courts.