

Glassline Corporation
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OTHER TERMS AND CONDITIONS

These general terms are intended to cover those which may not be specifically covered in the quotation, and are also intended to augment our CO-016-*General Terms and Conditions of Sale*.

DOCUMENTATION

Glassline Corporation agrees to furnish, in electronic format, its standard documentation package in the English language. All such documentation shall be furnished to the customer in confidence for use solely in connection with the installation, maintenance and operation of the goods. The customer shall not cause or allow Glassline documentation to be furnished to anyone outside of its organization.

SPARE PARTS AND ACCESSORIES

Glassline shall provide the Customer in due time with a complete list of essential and recommended spare parts as well as accessories relative to the equipment.

PRE-SHIPMENT ACCEPTANCE TEST AT MANUFACTURER FACILITY

Glassline will test the equipment as much as practical prior to shipping. The Buyer is encouraged to inspect and approve the equipment prior to shipping. Any specific pre-shipping acceptance criteria must be agreed prior to the start of the project, or Glassline Corporation reserves the right to require additional funds.

SCOPE OF SUPPLY

The supply forming the subject matter of the Order Confirmation shall only include that which is expressly listed therein. Unless the aforesaid documents otherwise provide, the following, purely by way of example, and are **NOT** included and shall be the Buyer's responsibility:

- A. any foundation, support, and reinforcement works and related projects.
- B. unloading, unpacking, and in-plant transport to installation location.
- C. any and all connections between the various machines and equipment and to factory utilities and services (air, gas, oxygen, water, electricity, etc.).
- D. installation, in accordance with Glassline specifications and in compliance with the Safety Standards currently in force, of pipes, tanks, cable trays, electric cables, accessories and whatever else may be necessary up to the connection points on the machines and/or equipment.
- E. any tooling, gauges, accessories, raw or expendable materials, etc. required for testing and/or production.
- F. safety features of any kind not specifically quoted.
- G. satisfactory and safe plant work environment, meaning ambient temperature in the normal working range of 15 to 40 degrees C.
- H. Telephone and internet access at plant free of charge to Glassline personnel.

GENERAL TERMS/SCOPE FOR GLASSLINE INSTALLATION SUPERVISION

Depending on the project, Glassline may provide installation assistance/supervision. This assistance is to help direct the actions of the Customer supplied personnel or contractor in the correct installation of the equipment. Glassline assistance may also include fine leveling and alignment to ensure that the equipment will function properly, as well as some reassembly or rewiring as needed. The Customer is responsible to ensure that there will be no conflicts with the Contractor or Customer personnel, due to union or other issues, so that Glassline personnel can perform their necessary functions. Glassline cannot be held responsible in any way for the Customer supplied manpower. Delays associated with Contractor deficiencies may create additional Glassline billable man hours.

GENERAL TERMS FOR COMMISSIONING OF EQUIPMENT

In order to satisfy both parties that the equipment is functioning properly prior to the departure of our personnel, the equipment will be operated in production consecutively for __ hours without there being evident defects on the final product caused specifically by the supplied machines. Defects caused by the PROCESS or HANDLING are not included. Performance testing criteria must be agreed prior to start of the project, or Glassline Corporation reserves the right to require additional funds.

SOFTWARE

1. Other than what may be specifically outlined in the quotation or contract for software, Glassline® **does not include:**
 - a) A license for any 3rd party software, such as PLC programming software.
 - b) Free upgrades, patches, etc. including those that may be required due to Customer hardware changes.
 - c) Any associated 3rd party fees, such as maintenance or provider fees.
2. Software that has been written as part of a machine supply is considered Glassline Corporation's Intellectual Property, and may not be distributed, resold, decompiled, etc. Copies may be made only for the purpose of backup, storage, and recovery.
3. Third parties may not be given access to the software without Glassline Corporation's written consent. Modifications of software without approval may void the warranty.

REMOTE ACCESS

- For the purpose of providing the most efficient and effective troubleshooting assistance, the Customer is required to provide internet access at the machine PLC, HMI, and/or PC as applicable, these point/s to be noted by Glassline®.
- This access should be provided prior to any on-site service work, for determining the cause of issues and be best prepared for the on-site service.