

## REGULATIONS FOR STANDARD SERVICES PROVIDED UNDER THE WARRANTY GRANTED BY CONTROLTEC SP. Z O.O.

### 1. PURPOSE

- 1.1. The purpose of this document is to define clear and transparent procedures both for customers and for the handling of complaints by ControlTec employees, including:
  - 1.1.1. The scope of standard service provided under the guarantees provided by ControlTec Sp. z o.o.;
  - 1.1.2. Rules for filing complaints;
  - 1.1.3. Rules for handling complaints;

### 2. INTRODUCTION

- 2.1. This document describes the principles on which ControlTec Sp. z o. o. provides standard maintenance services as part of the guarantees provided in the complaint process of products delivered to customers.
- 2.2. Standard ControlTec Sp. z o. o. offers (accepts in offers) guarantees for its products for a period of 12 months from the date of signing the final product acceptance protocol with the Customer.
- 2.3. The provision of maintenance services under the granted guarantees on terms other than those specified in this document requires separate arrangements and agreement at the stage of bidding and negotiating the contract in writing, under pain of nullity.
- 2.4. Warranty service services, hereinafter referred to as "**Warranty Service**", described in this document apply only to complaints that are considered justified.
- 2.5. Handling complaints that are deemed unjustified require separate arrangements and agreement in writing, otherwise they will be null and void.
- 2.6. The internal organization of the warranty service is regulated by the document implemented in ControlTec Sp. z o. o. Quality Management System based on the ISO 9001 standard - complaint procedure no. QP. 8.7 "Service Complaint".

### 3. SCOPE OF WARRANTY SERVICE:

- 3.1. The scope of the warranty service includes complaints regarding products supplied by ControlTec Sp. z o. o. products, including:
  - 3.1.1. Diagnosing the reported complaint and qualifying the complaint as justified or unjustified.
  - 3.1.2. Implementation of warranty service for complaints diagnosed as justified, including:
    - functioning (work) of products inconsistent with the assumptions (design, software) during their use,

- delivery and replacement of damaged product elements if it was found that they were operated in a manner consistent with the technical and operational instructions assigned to them (DTR),
- 3.1.3. Providing written information on the recognition of the complaint as unfounded, specifying the reasons for the lack of justification for possible further proceedings at the Customer's discretion,
  - 3.1.4. In the event of an unjustified complaint, the activities of the Warranty Service will be terminated, and any other activities require the agreement of the interested parties and are not the subject of these regulations,
  - 3.1.5. If, after the arrival of the warranty service, the service is not carried out due to the customer's fault despite the readiness of the service staff, the settlement of costs related to this fact will constitute the basis for unilaterally issuing an invoice for the readiness to perform the service, in accordance with the price list for service services included on offer,
  - 3.1.6. If the diagnosis of the complaint shows that it is unjustified in relation to the guarantees granted, the settlement of costs related to this fact will constitute the basis for unilaterally issuing an invoice for the arrival and diagnosis of the complaint, in accordance with the price list of service services included in the offer,
  - 3.1.7. During the implementation of the Warranty Service, ControlTec's liability for indirect costs and lost profits, e.g. loss of production, loss of profits, good property or loss of income, is excluded, unless the work carried out is carried out with gross negligence.

#### 4. EXCLUSIONS FOR WARRANTY SERVICE:

Products delivered by ControlTec Sp. z o.o. are excluded from the implementation of the Warranty Service, including the possibility of losing the warranty, where:

- 4.1. Modifications to the product were made (replacement of elements inconsistent with the design, software change, provisional repairs that may lead to complaints).
- 4.2. The diagnosis showed that the product had been used in a grossly inappropriate manner and inconsistent with its intended use, and this could have been the reason for reporting the defect.
- 4.3. The diagnosis showed that the product had not been maintained or serviced by the customer's services in accordance with the guidelines specified in the operating instructions supplied with the product.
- 4.4. Maintaining a warehouse of consumables indicated in the operating manual and spare parts.
- 4.5. Warranty service provided for a product that works with a device that does not have up-to-date documentation (if necessary for the service).
- 4.6. Replacing an element (part of the product) that is no longer covered by the warranty.
- 4.7. Conducting training or supervision over activities related to the operation and maintenance of the Installation, beyond the scope of the contract/order.
- 4.8. Providing production materials and consumables necessary for the effective implementation of the warranty service, including functional checks (tests).



## 5. HOW TO SUBMIT A COMPLAINT:

5.1. Complaints can be submitted at any time in the form:

- To the e-mail address: reklamacje@controltec.com.pl;  
via the website [www.controltec.com.pl/reklamacje](http://www.controltec.com.pl/reklamacje)  
(there is a complaint form on the website indicated above, in which you must enter the information listed in point 5.2)

5.2. The application should contain (under pain of nullity) the following information:

- name and address of the company submitting the complaint;
- details of the authorized person submitting the complaint (name, surname, position, telephone number, e-mail address)
- name and location of the plant, if the complaint concerns a plant located in a place other than the registered office of the reporting person.
- Product identifier: name, factory number if assigned);
- the most detailed possible description of the reasons for the complaint (what is not working properly; what are the symptoms, effects of malfunction, under what conditions does the product malfunction).

5.3. After submitting the application by e-mail or using the form on the website, the applicant will receive automatic feedback on the successful application.

## 6. HOW TO HANDLE A COMPLAINT:

6.1. ControlTec Sp. z o. o. handles complaints on working days from 8.00 a.m. to 4.00 p.m..

6.2. Complaints submitted outside the above-mentioned time (on a business day after 4 p.m., on Saturdays, Sundays and holidays) will be accepted from 8 a.m. on the next business day.

6.3. After receiving a complete complaint notification, the person receiving the notification will confirm its receipt and will begin to process the complaint within 48 hours, counted from the time of accepting the order, remotely and, if he deems it insufficient, in the form of an on-site visit to the facility (presence at the facility is only possible on business days). working).

6.4. The confirmation of the complaint will indicate an authorized employee of ControlTec Sp. z o. o. (Complaint Handler) and the contact responsible for handling the complaint. The complaint handler will contact the authorized employee of the Customer designated to submit the complaint and will conduct arrangements and organizational activities to handle the complaint.

6.5. Within the above-mentioned time, the complaint will be diagnosed (if possible) and the Customer will be informed in writing about:

- assessment of the causes and condition of the complained product;;
- qualifying the validity of the complaint (justified or unjustified) with the reasons why the complaint was not accepted;
- presentation of the method and conditions (technical and organizational) that must be met in order to provide warranty service;
- the type of necessary spare parts that must be used to provide warranty service and the possible delivery time;
- the time necessary for the warranty service to be performed.

## 7. IMPLEMENTATION OF WARRANTY SERVICE:

7.1. Designated authorized representatives of the Customer and ControlTec Sp. z o. o. will cooperate with each other in order to:

7.1.1. Ensuring supervision over the implementation of complaints, including::

- organizational arrangements;
- determining organizational, technical, occupational health and safety and fire protection requirements;
- ensuring the conditions necessary to carry out the work;
- monitoring the implementation of work;
- removing obstacles and problems that make work difficult;
- submitting the subject of the complaint for collection;
- acceptances confirming the fulfilment of the complaint based on the previously agreed acceptance plan, e.g. functional tests.

7.2. If possible, in order to improve the warranty service, the Customer will provide ControlTec service technicians free of charge with workshop and social facilities enabling them to carry out repair activities, as well as provide non-standard tools necessary to carry out the repair.

7.3. The Customer will indicate and the Warranty Service employees will adapt to meet the requirements in force in the area where the Warranty Service will be performed, including:

- entry (entry)/exit (exit) to the plant premises;
- supplies of elements necessary for the implementation of the warranty service,
- occupational health and safety and fire protection requirements, including:
  - about the need to undergo training organized in the area where the Warranty Service works will be carried out;
  - indication of zones and work in particularly dangerous conditions;
  - specifying the work performed on request in writing;
  - specific authorizations required at the Client's plant necessary to perform the work;
  - other requirements that may increase the level of occupational health and safety and fire protection during the warranty service.

7.4. In justified cases, the warranty service may request access to quality documentation confirming compliance with planned inspections and replacement of components that wear out during the operation of the product indicated in the operating instructions.

## 8. ACTIONS TO END WARRANTY SERVICE:

8.1. Completion of the Warranty Service work should be confirmed by an effective notification of readiness for collection.

8.2. Acceptance activities should commence on the date and on the basis of the acceptance plan agreed with the Customer. This applies to a product that will not be used periodically for organizational reasons.

- 8.3. It is assumed that if the complained product will be used after being submitted for acceptance, the acceptance should take place no later than 8 hours after the product is put into operation.
- 8.4. As a result of negative acceptance, the Parties will agree in writing and indicate the reasons why acceptance is not possible.
- 8.5. As a result of positive acceptance, the Parties will sign an acceptance report of the subject of the complaint. Signing the protocol confirms the effective handling of complaint.
- 8.6. If the Parties consider it advisable and useful, they may organize a meeting aimed at assessing complaints-related activities by identifying those elements that could improve cooperation and quality in this process in the future.