



Scope of Work for Coolcentric Professional Services

Date: January 18, 2011

Applicable Services: SONW0x

Description of Service: 1-Year On-Site Service

Scope of Work:

1. Dispatch factory authorized technician to unit location to perform advanced troubleshooting and/or repair activities.
2. Entitlement covers labor and travel costs only; parts and materials are excluded.
3. Dispatches resulting from improper equipment application, operation or maintenance are not covered.
4. Service limited to Continental US and Canada.
5. Number and type of units to be serviced not to exceed quantities/types stated in the quoted service description.
6. Service response to site is on a best-endeavor basis. Customer must provide reasonable access to the facility during this time.
7. Unit must have been commissioned by factory authorized technician.
8. Entitlement must be purchased prior to unit commissioning or expiration of existing On-Site entitlement.
9. On-Site Service entitlement expires 1 year after unit commissioning or previous SONW0x entitlement as applicable.