

## SPARE PARTS AVAILABILITY

Fast & Fluid understands that customers need their tinting and mixing equipment operating at peak performance, and should a breakdown occur the critical part will be replaced quickly and efficiently. This newsletter outlines our policy on spare parts availability and presents our commitments to you our customers.

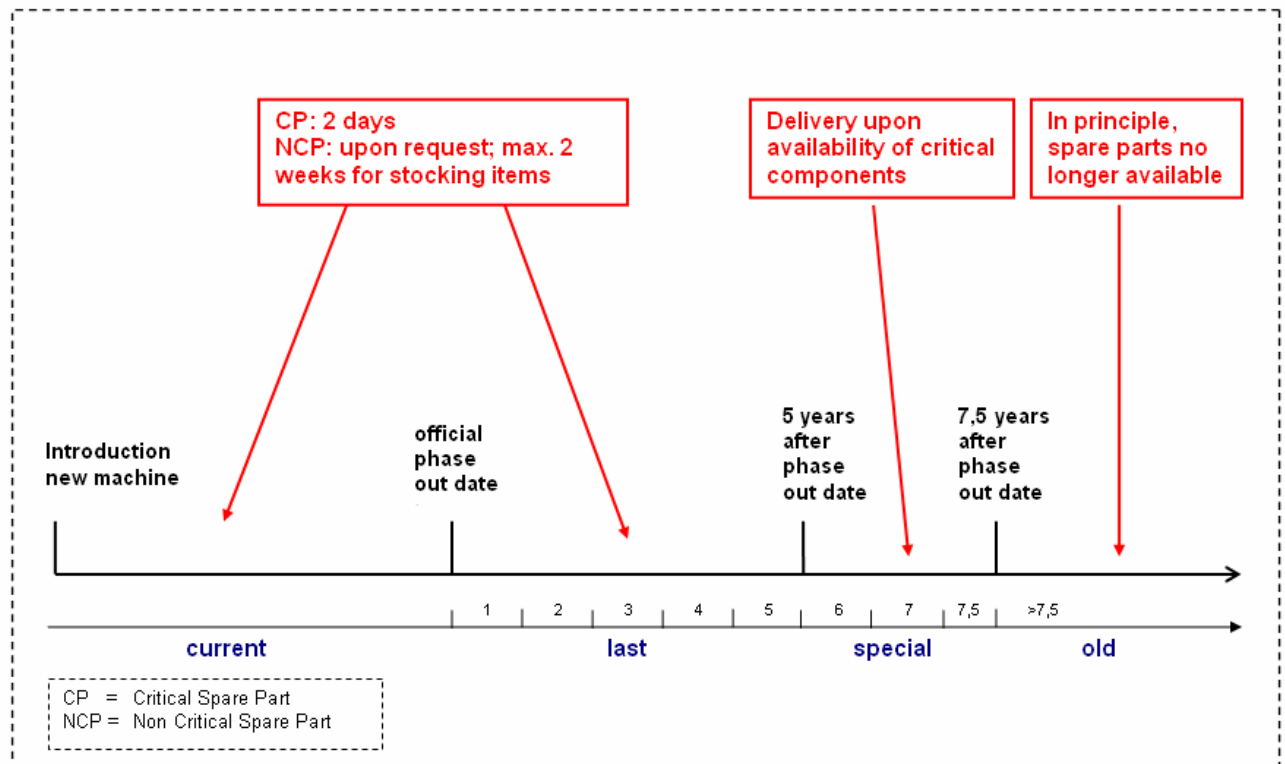
### Commitment 1

Fast & Fluid will dispatch urgent customer orders for critical parts within 2 days after ordering, providing they meet the conditions of a critical order. If they are received before 10.00 am (CET) in the morning they even are ready for delivery by 4pm the same day. (Please refer conditions)

### Commitment 2

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

Fast & Fluid The Tinting Company commits to the following policy on spare parts availability:



### Terms & Conditions

To be able to meet these commitments, we have refined our spare parts processes. This involves rationalization of our stock in order to have the right parts on hand when you need them. Please find following details of this new policy.

### 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) break down of the tinting equipment. Please refer to the recommended spare parts list for your particular machine. These lists 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 F&F the Netherlands and Italy **before** 10.00 am (CET) they will even be ready for delivery the same day at 4.00 pm (CET, ex-works Sassenheim/Milano).

All other parts orders will be classed, Non-critical orders, these parts will be delivered upon request; for regular 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 on request.

### Applicable Equipment

This policy applies to European produced equipment from our current and new to develop range, this includes:

- Tintmaster 300, Harbil 150, Harbil 200/400/600, Harbil 450, Leolux, Tiziano
- Blendorama Series II, Giotto, Picasso
- SO 20a, SO 400, SK350/450/550, Hercules Digital, Galileo, Ferraris
- AT 500/550/750, ET-L
- PDC, TMHC

This policy does not apply to the following machines:

- \* Machines no longer in production and phased out between Jan 2000 and October 2007:
  - BT, Blendorama manual serie I, HA-S/M/L, HA200/400/600 version 1.0/1.1, ET-M
  - SO40a/as, SX40m/a, SO30m, SO30ex, SO300, SO10m, SO100, Tintia

Supply of spare parts is dependant on market availability. Stock levels for critical and non critical spare parts will be calculated based on sales history. For Critical Spare Parts we will strive for delivery of single units within 2 working days. Lead times for non critical spare parts are at request.

- \* Machines no longer in production and phased out before the year 2000, this includes:

- NSC, DUAL, FA192-340-680, FA80, FM1050, Leonardo,
- S28m, S7, 5G, MSGM, BADC, Vincent, BAEL, BAS20, SM5, BAS-AIR, S35a, SM5, SX35a, S28p

Supply of these spare parts is dependant on market availability; lead times and prices will vary upon order.

Purchase of single pieces is not always possible and therefore minimum quantities can apply.

We will advise as and when a machine or model is phased out, through 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.



THE TINTING COMPANY

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TECHNICAL NEWSLETTER

## 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 based on business days
- the maximum lead time is calculated from order received date to ready for delivery date at Fast & Fluid the Tinting Company
- 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 the Tinting Company preserves the right to offer substitutes
- 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's reasonable control, and we will not be held liable in such circumstances.

For delivery of 'specials', the following additional conditions apply:

- supply of spare parts is depending on market availability
- lead times & prices can vary upon order
- minimum quantities apply, purchase of single pieces not always possible

For more information please contact your local sales manager

[www.fast-fluid.com](http://www.fast-fluid.com)

