

Service and Maintenance General Terms

I. Scope of Services

FREE MAINTENANCE SERVICE – FIRST YEAR

Free maintenance for the VaVie Alkaline water dispenser includes the following services:

1. Two times a year (once every 6 months) of basic maintenance service.
2. Free Changing of the filters.
3. Checking on all installation joints and connections to ensure they are firm and intact.

MAINTENANCE SERVICE – SECOND & SUBSEQUENT YEARS

1. Two times a year (once every 6 months) of basic maintenance service.
2. Filter replacements included.
3. Checking on all installation joints and connections to ensure they are firm and intact.
4. Checking and ensure that the machine is working in good order.

*Note: The period of replacement of filters depend on the usage and turbidity of feed water used.

II. Fees and Payments

1. First year maintenance service is free.
2. The fee shall be **S\$ 225 (the “Fee” including replacement of filters) for each maintenance service (every 6 months advisable) from second year onwards.** This Fee include services tax (GST), but excludes any applicable goods.

In short:-

1. First year free of twice basic maintenance service (including filter replacements), and
2. Second year and onwards: basic maintenance service including filter replacements – S\$225 for every 6 months.

Additional charges will incur in case if the PVC tubing is damaged and need to be replaced (charged at S\$20 per meter). Replacement will be done with Customer’s consent.

We will inform the Customer in case of any price variations.

General Conditions of Service and Maintenance

Service Time

The Services shall be performed within the Service Time, which shall be between 8.30 a.m. and 6.00 p.m., Mondays to Fridays, 8.30 a.m. and 12.30p.m. Saturday morning, exclude Public Holidays. VaVie shall call first and fix an appointment date with Customer for servicing the dispenser. In case of any change in schedule / other inquiries, The Customer may contact VaVie Service Hotline Number (65) 68482567 from 8.30am to 6.00pm, Mondays to Fridays, 8.30 a.m. and 12.30p.m. Saturday morning, exclude Public Holidays.

Upon entering the maintenance contract, the owner must adhere to the following terms and conditions:

1. The above maintenance contract is for on-site service only. There will be additional 2 way transportation charge of \$100 if the faulty unit of water dispenser needs to be brought back to our factory for repair.
2. It does not include replacement parts for the water dispenser; replacement of faulty parts will be charged separately.
3. Any additional replacement of filters due to unforeseen circumstances will be charged separately.
4. Any additional on-site service call will incur additional costs.
5. VaVie do not hold any responsibility and claims for any damages caused by water leakage from the water dispenser due to pressure surge, wear and tear and unforeseen circumstances.

Modification and Changes

During the term, VaVie at their own discretion shall undertake modifications or changes to the dispenser and/or implement any practice, procedure or measure, which is deemed by VaVie to be necessary and/or to prevent or minimize damage to the dispenser.

We will before undertaking any such modification/change explain to the customer, if our technician deems necessary, the need and cost (where applicable) of such modification/change. The customer shall pay any additional charge for such modifications.

The Customer shall upon VaVie's request furnish to VaVie sufficient information which, in VaVie's 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.

Replacement and Spare Parts

1. In the case of Services for which an Additional Charge is payable by the customer for replacement of spare parts and filters, title in such replacement or spare parts shall pass to the Customer only upon full payment of the Additional Charge. Unless otherwise agreed in writing between the Parties, risk of damage to or loss of replacement spare parts shall pass to the Customer as soon as they are delivered to the Customer's designated premises.
2. Where parts of the Equipment have been replaced by or upon the instruction, recommendation or direction of VaVie or otherwise, title in the replaced parts will pass to VaVie upon removal from the Equipment.
3. VaVie may from time to time require the Customer to purchase and store at the Site such spare parts as VaVie considers necessary for the provision of effective Services.
4. VaVie 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.

Exclusions & Additional Services

The Services do not include:-

- a. 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.
- b. Repair of damage arising from changes, alterations, additions or modifications of the Equipment by a person other than VaVie.
- c. Repair of damage caused by incorrect power supply, failure of electrical power, air-conditioning, humidity control or any environmental factor.
- d. 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 VaVie or its personnel.
- e. Repair of damage arising from the re-installation, moving or removing of the Equipment by a person other than VaVie.
- f. Repair of damage caused by any circumstances beyond VaVie's reasonable control.
- g. Furnishing or supplying maintenance of accessories, attachments, supplies, spare parts, consumables or items associated with the Equipment.
- h. Transportation charges, whether for air, sea or land transport for Services carried on within or outside Singapore.
- i. Work performed outside VaVie ' Service Time.
- j. The cost of any Equipment or part whether spare part, consumable or otherwise supplied.
- k. The upgrading of or retrofitting of improvements or major modification to the Equipment.



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