

# Specification of services for emergency exit system maintenance

Doors with electric locks in emergency exit systems must be inspected annually by an expert. This expert must issue a certificate of the recurring inspection, which the operator must submit to the building supervisory authority on request. This inspection may be carried out as part of a maintenance contract.

## CHECKS

- Check all safety and control units within the system for compliance with the applicable guidelines
- Check all fixing elements to ensure they are secure
- Check to ensure the door leaf or casement move easily
- Check the condition and fail-safe resistance of the wiring

## CLEANING

- Clean the drive, door leaves and hinges
- Provide lubricants and cleaning materials

## ADJUSTMENT

- Tighten all relevant fixing screws
- Adjustment work

## OPERATION

- General test run/operational check
- Release the equipment via external activation (e.g. alarm/building management system)

## VERIFICATION MANAGEMENT AND SPECIAL SERVICES

- Apply inspection stickers
- Provide and manage inspection documentation (written verification)

## MAINTENANCE

GEZE Austria inspects the systems once a year in accordance with the list above. The system operator must provide a system-specific inspection log book at the time of maintenance. The service engineer makes an entry in the test log. Service records are created on-site. Access to the components of the emergency exit system must be guaranteed.

## SAFETY CHECK

GEZE Austria performs an annual check in accordance with the law of the operational status of all safety and control systems that form part of the emergency exit system. This inspection is documented by means of a test log entry. If faults are detected, a proposed rectification is submitted.

## REPAIRS OUTSIDE OF THE WARRANTY

This service package does not include the repair or replacement of consumables (e.g. rechargeable batteries) or defective parts. By agreement with the on-site representative, our service engineer can exchange these parts for a fee. GEZE Austria will dispose of the exchanged parts at no cost.

## SERVICE AGREEMENT

The agreement is for a period of one year and is renewed automatically at the end of each year unless terminated in writing one month prior to expiry.

## GEZE SERVICE LINE

The GEZE Service Line: +43 (6225) 87 180 300 is open daily from Monday to Thursday from 7.30 to 17.00 and on Fridays from 7.30 to 12.30 (closed on Sundays and public holidays). We can also provide telephone assistance to you outside of office hours at +43 (6225) 87 180 900; or email us at [service.at@geze.com](mailto:service.at@geze.com).

## GEZE SERVICE PACKAGE RANGE OF SERVICES

### SERVICE RENDERING

All work is carried out during the normal working hours of GEZE Austria GmbH or one of its Service Partners. Work completed outside of the normal working hours at the request of the customer shall be charged as overtime or emergency service surcharges as per the regular rates at GEZE Austria GmbH.

### INVOICES

An invoice is submitted on completion of the work.

### PAYMENT TERMS

Net payment is due in full within 14 days of the invoice date.

### MUTUAL RIGHTS

Retaining payments owing to potential counter-claims of the ordering party, or offsetting them, is admissible only if the counter-claim is legally established or not disputed by us.

### LATE PAYMENT

In the event of delayed payment we are entitled to assert interest of 5% above the respective 3 month EURIBOR, unless we decide to assert higher actual damages due to the delay. If the ordering party defaults on payment, we can cease further work on current orders and demand immediate advance payment of all receivables including those that are not yet due along with bills of exchange and deferred amounts or corresponding securities.

### OBLIGATIONS ON THE PART OF THE CUSTOMER

The client must ensure protected and easy access to the equipment and keep it away from external parts. If it malfunctions, the equipment must be shut down immediately. The drive parts that are to be serviced must be easily accessible. If it is necessary to erect scaffolding (for an installation height in excess of three metres) or use similar technical equipment, this must be provided by the customer at his own cost. When services are being provided, an on-site contact authorised to represent the organisation must be present. This representative must be authorised to sign service tickets and make decisions regarding possible additional services (e.g. repairs). The customer is obligated to allow the work on the equipment to be carried out only by GEZE Austria GmbH or its contractor in order to ensure the reliability of the equipment. If the equipment malfunctions, the customer must inform the customer service department of GEZE Austria GmbH immediately.

### TEMPORARY SHUT-DOWN

In the event that the equipment is temporarily shut down, the component of the contract shall be suspended from the first day of the next month, after GEZE Service GmbH has been informed of this in writing. After the equipment has been shut down, the customer must have the equipment checked by the technical experts at GEZE Austria GmbH before re-starting it. The costs arising from this, including overhauling and cleaning, shall be borne by the customer.

### DECOMMISSIONING

In the event of final decommissioning, the contract expires on the first day of the next month after GEZE Austria GmbH has received one month's notice to this effect in writing.

### LEGAL SUCCESSION

The customer must inform us of changes in their ownership structure and usage rights immediately and in writing. In the event of any other compensation, the customer is obliged to transfer in full all contracts agreed with GEZE Austria to any legal successor.

### LIMIT OF LIABILITY

GEZE Austria GmbH has arranged public and product liability insurance for personal injury and property damage. Liability on the part of GEZE Austria GmbH for any such damage is limited to gross negligence and wilful misconduct. GEZE Austria GmbH is otherwise liable only in the context of the current insurance policy.

### PRICE ADJUSTMENT:

GEZE Austria GmbH reserves the right to change its maintenance prices following prior notification.

### CHANGES TO THE SERVICES AGREEMENT

Any change to the service agreement, secondary agreements, or amendments to the contract are valid only if made in writing. Amendments to the contract that have not been confirmed by us in writing shall not be valid.

### PARTIAL INEFFECTIVENESS

If any parts of this contract are invalid, this shall not affect the validity of the rest of the contract.

### PLACE OF FULFILMENT AND COURT OF JURISDICTION

The place of fulfilment and court of jurisdiction is agreed as the competent court of the state capital of Salzburg