

**General Service Conditions****ART. 1: WORKING HOURS:**

The servicing will be carried out during normal TMHBE working hours. At the express request of the Principal, it may if necessary be carried out at other times.

If applicable, the extra costs will be charged on the basis of the regulations in effect at TMHBE as regards extra work.

Normal TMHBE working hours: Monday-Thursday: 8:00 – 16:30 / Friday: 8:00 – 14:30

**ART. 2: IMPLEMENTATION:**

The Principal makes the device available uninterruptedly and in a clean state during the work. As soon as the work is completed, the devices will be made available for use. If the machine is contaminated with harmful substances, the Contractor has the right not to carry out the maintenance. Any personal protective gear needed shall be made available by the Principal.

The Principal undertakes to make available to the Contractor a sufficiently large space in which to carry out the work and to comply with the applicable legislation as regards safety and hygiene in the workplace. The said place should be sheltered from wind and rain. Maintenance and repair will be carried out at the Principal's. However, the contractor can decide to have a repair done in his workshop if these could not be carried out on the spot according to the rules of the art. (e.g. accidents, important welding, etc.).

**ART. 3: DAY TO DAY MANAGEMENT:**

The Principal looks after the safety instructions and the daily "small maintenance" of the truck, as described in the user's manual provided with the machines, a copy of which the Principal declares to have received. The costs of energy, connecting the charger to the mains and replacing fuses, are for the account of the Principal.

**ART. 4: SCHEDULE:**

The Contractor schedules all the agreed maintenance appointments automatically in accordance with the information provided by the Principal (hours of labour or number of appointments). In the event that there is a deviation from this schedule, the Contractor must notify the Principal one month before the next maintenance appointment. If the Contractor comes on site and the maintenance cannot or may not be carried out, the travel costs and any waiting time will be charged at the hourly rate in effect at that time. A new appointment will be agreed at that time.

**a/ Electrical machines:** For new machines, the first maintenance appointment will be scheduled within 6 months of delivery of the device.

**b/ Thermal devices:** Service appointments are scheduled for every 500 hours. New machines need a first servicing after 250 hours, which will be scheduled within 3 months of delivery of the device.

**ART. 5: SIGMACert:**

In support of the safety obligations regarding work equipment (General regulation concerning protection at work and the Code on Well-being at the Workplace, Title 6, Chapter 1), the Contractor may provide an annual SIGMACert safety certification. This certification is carried out at the same time as a maintenance. If it is not possible for the Principal to combine the SIGMACert certification with a maintenance, it can be offered on a separate occasion (price available upon request). Accessories are not included in the certification of the machine. Certified machines are provided with a certification sticker that is valid for one year. The certification reflects the state of the device on the date of the certification, but does not offer any guarantees for the future. The SIGMACert certification is carried out in accordance with the guidelines and rules as mentioned in the SIGMA Safety sheet. The certification report will be sent to you by e-mail. More informatie can be found on <http://www.toyotaforklifts.be/sigmacert>. The Contractor agrees to have Vinçotte perform a random check on machines that have recently been inspected.

**ART. 6: MAINTENANCE:**

Maintenance on accessories, electronics and local modifications is not included unless explicitly stated otherwise in the contract.

**ART. 7: DAMAGE:**

Irrespective of the type of contract, all damage-related costs are settled in subsequent calculation.

**ART. 8: PRICES:**

The rates are always subject to changes and indexation of the stated cost elements (according to joint committee 149.04 health index + C.A.O.), tax system, etc., as of 1 April each year, as well as as a result of the lead surcharges charged by the relevant battery supplier.

**ART. 9: TERMS OF PAYMENT:**

All invoices are due 14 days after the invoice date.

**ART. 10: DURATION OF THE CONTRACT:**

The contract is entered into for an unlimited period with a minimum of 1 year or longer, depending on the special offer chosen. Termination in writing by one of the two parties, is possible at least 2 weeks before the next maintenance appointment

		Preventive	Preventive PREMIUM
		electric	thermal
Service time	Inspection	✓	✓
	Lubrication	✓	✓
	Tune-up	✓	✓
	Operational checks	✓	✓
	Safety checks	✓	✓
	Drawing up check-list	✓	✓
	Motor oil change	✗	✓
	Replacement parts	✗	✓
	Repairs	✗	✗
	Changes driver codes	✗	✗
Parts	Parts for maintenance	✗	✓
	Parts for repair	✗	✗
Driving time	Travel for maintenance	✓	✓
	Travel for repair	✗	✗