



Appendix E to DIR Contract Number: DIR-TSO-3357

Service Level Agreement

“Common Sense” Total Satisfaction Program

“Common Sense” Total Satisfaction Guarantee

If the equipment you ordered under DIR Contract Number DIR-TSO-3357 does not perform according to any of the guarantees listed below, Dahill will, at your request, replace it with a machine of comparable performance and features at no additional cost. This guarantee will be effective for the term of your Maintenance Agreement or Warranty or Warranty Exchange Agreement. * This guarantee applies only to equipment which has been continuously maintained by Dahill under a Dahill Full Service Agreement.

“Common Sense” Performance Guarantees

- >> All systems recommended exceed your current needs for volume capacity and meet or exceed all of your requested functionality.
- >> Equipment uptime of at least 95%. Uptime will be calculated on a quarterly basis. Equipment uptime percentage is calculated using the sum of normal business hours for each system installed (9 hours per business day) minus all business hours lost due to downtime. Example: 100 Business Hours- 3 hours downtime= 97% uptime.
- >> 2 to 4 hour average service response time. For machines located beyond 30 miles of your Dahill servicing office, the guarantee will be 4 to 8 hour average response time (minimum of 2 calls).
- >> Loaner equipment available for any unit that will be down more than 1 business day. Loaner equipment will have the same (or better) capacity and functionality as the equipment that is being serviced.
- >> Authorized parts and supplies for all systems.