

A & B ENGINEERING SERVICES, LLC - SERVICE POLICY

A. Scope of Work

It is mutually agreed that any personnel furnished by A & B Engineering Services LLC shall be subject to Customer's general supervision during the term of any service done for Customer. A & B Engineering Services LLC shall have no liability for schedule performance or costs incurred by Customer.

B. Personnel

The personnel furnished by A & B Engineering Services LLC shall have the skills and knowledge base required for type of services requested by Customer and will fall into one of the following categories:

1. Customer Service Technician (Installation Supervisor)

- Capable of making mechanical or minor electrical adjustments
- Capable of supervising installation projects for new modernization projects
- Used in supervising site installations or major modernization projects
- Used in reassembling equipment in the field, installation of modernization and upgrade kits

2. Customer Service Engineer

- PLC programming and troubleshooting skills to commission new equipment and/or troubleshoot existing installations
- Capable of making minor mechanical or electrical adjustments
- Capable of updating PLC and/or HMI programs as well as implement hand shake between equipment
- Training skills to perform machine-side informal training
- Primarily used to commission and start up new machinery, conveyor system or modernization package

3. Project Manager

- Project coordination meeting
- Maintain communication with all lead project managers
- Supports Construction Superintendent
- Supports factory and site acceptance tests
 - Detailed Project Manager list upon request

C. Service Rates (US Dollars)

Personnel Type	Labor - Daily Billing Rates		
	<i>Regular</i>	<i>Weekend</i>	<i>Holiday</i>
Field Service Technician (Installation Supervisor)	\$2,380	\$2,660	\$3,010
Field Service Engineer	\$3,010	\$3,350	\$3,800

Shift Differential

- Shift differential is billed at weekend rates (all hours worked outside of first shift are considered a second or third shift)
 - Shift one starts at 0700 and ends at 1700
 - Shift two starts at 1500 and ends at 0100
 - Shift three starts at 1100 and ends at 0900
- For safety, A&B team members cannot exceed 12 hour days

1. Travel Hours

This is defined as the time our personnel leave their home base until the time they arrive at their destination, up to a maximum of 16 hours in any calendar day for Domestic assignments and unlimited hours in any calendar day for Non-Domestic assignments.

Billable Hours and Rates

2. Holdover Time & performance Delays

Should customer request A&B personnel to be held over, or should delays arise due to reasons not related to A&B personnel or equipment while on site, customer shall be billed for each day of the holdover request or delay at the applicable rates as outlined in Section C, including expenses.

D. Holiday Hours

Hours worked on Holidays, as defined in the A & B Engineering Services LLC Recognized Holiday Schedule outlined below:

- New Year's Day
- Memorial Day
- Independence Day (immediate weekday before or after if on a weekend)
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve (immediate weekday before or after if on a weekend)
- Christmas Day (immediate weekday before or after if on a weekend)

E. Taxes, Permits, Licenses

All taxes, duties, tariffs, permits, local work licenses, etc. are the responsibility of the Customer.

F. Other Billable Expenses

As applicable to the specific assignment, other billable expense may be incurred. This includes, but is not limited to:

- Heavy equipment rental and fuel
- Gang tool box shipping
- International Service calls beyond North America are subject to an International Dispatching Fee of \$250. Fee subject to change based upon governmental trade agreements in North America and Government Regulations.
- International Visa Fee of \$750.00

G. Short Notice Expedite Fee

A fee of \$750 will be charged on service requested within 48 hours of desired dispatch day.

H. Dangerous Conditions and Hold Harmless

It is the Customer's responsibility to determine if there is a safety risk or other potentially dangerous conditions on their premises and to ensure that all necessary safety and preventative measures are provided for. A & B Engineering Services LLC reserves the right to refuse to proceed with work if, in its' judgment, an unsafe condition exists.

If the Customer requires A & B Engineering Services LLC to work while the Customer's existing machinery and systems are operating, the Customer hereby agrees to indemnify and hold harmless A & B Engineering Services LLC, its parent and affiliated companies, its subcontractors and the employees and agents of each, against all loss, damage, claims, cost and expense (including attorneys' fees) due to personal injury, death, or property damage which arise out of work being performed while A & B Engineering Services LLC, its parent and affiliated companies, its subcontractors and the employees and agents of each are on the Customer's premises.

I. Insurance

A & B Engineering Services LLC will comply with applicable Workers Compensation or Employers Liability laws under this Agreement and will carry general liability, bodily injury and property damage insurance applicable to its operations indemnifying Customer against a loss from claims for personal injury or death, or injury to or destruction of property arising in connection with A & B Engineering Services LLC work where A & B Engineering

Services LLC is negligent and Customer is not contributory negligent. In the event that Customer requires that A & B Engineering Services LLC provide additional insurance coverage which is not provided under A & B Engineering Services LLC regular insurance contracts, the additional cost of such insurance shall be paid by Customer. Upon request, A & B Engineering Services LLC will furnish a Certificate of Insurance.

J. Remote Access Services

If the customer requests remote access service the fee will be \$250 per hour.

If Customer purchases, enables, or requests remote connectivity, remote monitoring, remote diagnostics, remote troubleshooting, remote programming, remote updates, or similar remote support services ("Remote Access Services"), Customer authorizes Seller and its authorized personnel to remotely access the applicable equipment, controls, software, and related systems solely to provide support, maintenance, diagnostics, troubleshooting, updates, modifications, and other agreed services.

Customer is responsible for providing and maintaining the network connectivity, power, hardware, software environment, credentials, approvals, notices, and consents necessary for Seller to perform the Remote Access Services, and for managing Customer users' access to the connected equipment and systems. Seller is not responsible for delays, interruptions, limitations, or inability to perform caused by Customer's network, systems, third-party providers, credentials, security settings, or site conditions.

Customer acknowledges that the Remote Access Services may involve access to system logs, machine data, user-entered data, and other information made available through the connected equipment or related systems. Seller shall use such information only to perform the Remote Access Services and to maintain, support, and improve the performance, reliability, safety, and supportability of the equipment and related services, as permitted by applicable law. To the extent the Remote Access Services involve personal data or other regulated data, Customer shall ensure it has all rights, notices, and consents required to permit Seller's access and processing, and the parties shall cooperate in good faith on any additional documentation reasonably required for such processing, including confidentiality agreements and privacy policies..

Seller will use commercially reasonable measures to protect the Remote Access Services and information accessed through them from unauthorized access, use, or disclosure. Customer acknowledges that no remote connection or cybersecurity measure is completely secure, and Seller does not warrant that the Remote Access Services will be uninterrupted, error-free, or immune from unauthorized access or cyber events not caused by Seller's failure to use commercially reasonable care.

Customer remains responsible for maintaining backups of its data, programs, and system configurations and for implementing appropriate cybersecurity, access-control, and operational safeguards on Customer-controlled systems. The Remote Access Services assist with service and support only and do not create any obligation for continuous monitoring, guaranteed response times, guaranteed uptime, or guaranteed issue resolution. If either party becomes aware of a material unauthorized access, use, or disclosure involving the Remote Access Services, that party shall promptly notify the other and the parties shall cooperate in good faith to contain and address the issue.

Contact Information

Remote Access Support & Technical Assistance

Customer Service Engineer

800-882-4995

Email: service.abe@RegalRexnord.com

K. Contact Information

Field Service Quotes and Scheduling

Field Service Coordinator

800-882-4995

Email: service.abe@RegalRexnord.com

Aftermarket Support & Technical Assistance

Customer Service Engineer

800-882-4995

Email: service.abe@RegalRexnord.com

Billing Questions

Billing Coordinator

608-235-0740

Email: Ginny.Stringfield@RegalRexnord.com

Customer Service Concerns

Field/Customer Service Manager(s)

800-882-4995

Email: service.abe@RegalRexnord.com

Purchase Order Address	Electronic Funds Remittance
A&B Engineering Services LLC 124 N. Columbus Street Randolph, WI 53956 Email: service.abe@RegalRexnord.com	JP Morgan Chase Bank N A Beneficiary (f/b/o) Arrowhead Systems Inc Account #643620305 ABA Routing #021000021 Swift Address: CHASUS33 (for International)

L. Applicable Terms and Conditions

In effort to expedite service within an acceptable timeframe, our acceptance of this service purchase order whether it is accepted verbally, in writing, or via email shall be deemed as acceptance of Automation Solutions Terms and Conditions. Automation Solutions Terms and Conditions shall prevail, and all other terms expressed in this order are therefore disclaimed and rejected.

In the event of a difference in the Terms and Conditions (including Service Rates) between this Service Bulletin and the Customer's Purchase Order, the Terms and Conditions (including Service Rates) of this Service Bulletin will apply.

Payment Terms are Net 30, unless previously agreed upon in writing or if alternative Terms apply per specific Proposal.