

Order Form
Pathology and Point of Care Testing, Associated Equipment, Instruments, Consumables,
Accessories, and Managed Services Framework.
OJEU REF - 2019/S 212-519575

Contract number/reference/date: C102881/ 12th October 2022

The Parties:

- (1) Scientific Laboratory Supplies Ltd registered in England and Wales no. 02577009 and having its registered office at Orchard House, The Square, Hessle, East Yorkshire, HU13 0AE (the "Supplier"); and
- (2) The Secretary of State for Health and Social Care as part of the Crown acting through the UK Health Security Agency, Nobel House, 17 Smith Square, London, SW10 3HX (the "**Authority**").

Whereas:

- (A) The Parties hereto have entered into the Contract.
- (B) This Schedule is entered into pursuant to the Contract.

It is agreed:

1 Contract

The Contract shall comprise the following terms in the following order of precedence:

- 1. This Order Form and its appendices;
- 2. The terms set out at the front end of this Contract;
- 3. The Call-off Terms and Conditions which are appended to the Framework Agreement as Appendix 3b;
- 4. The Specification; and
- 5. The Framework Agreement (including its Schedules).

Any purchase order issued by the Authority in respect of this Contract does not form part of this Contract.

2 The Goods and Services

The goods and services to be provided by the Supplier and the approved Sub-contractors of the Supplier under this Contract as follows: (the "**Goods and Services**").

Sub-contractors shall have the same meaning as stated in Schedule 4 – Definitions of the Call-Off Terms and Conditions

The approved Sub-contractors shall be:

Electrolux Professional registered in England and Wales no. 00637383 and having its registered address at Addington Way, Luton LU4 9QQ no. 00637383 ("**Electrolux**").

- a. Biologic Technologies Limited registered in England and Wales no. 1188520 and having its registered address at 9B The Shade, Soham, Ely, CB7 5DE ("**BiologicTech**").

The Goods and Services shall be supplied in accordance with the following specification contained within Appendix B of this Contract (the "**Specification**"):

A) Goods

Item	Qty	Product Code	Description
1	1	217754	Skyline Premiums Oven 20 Gn 1/1 - Electric - Boiler Aisi ("the Oven")
2	2	922753	Trolley Tray Rack 20 Gn 1/1 - 63mm Pitch
3	1	X31440	Hood with Air handling system
4	1	922739	Plastic Drain Kit For 20 GN 1/1 Oven - Dia=50mm
5	1	X31445	Liquid Waste Integration
6	1	922695	Wi-Fi Board (Niu)

SERVICES**B) Initial Services**

Item	Qty	Code	Description
1	1	HEATINACTIV	Retrofit of the heat inactivation ("HI") systems modification to the Oven.
2	3	SERV	<p>BiologicTech: 1 year service contract per Oven including:</p> <ul style="list-style-type: none"> 1 x requalification is required which shall include UKAS temperature calibration and sample thermal validation ("Requalification"). The first 2 (two) service callouts. <p>First year coverage shall end on, and including, 19th December 2023.</p>
3	3	REQUAL	BioLogicTech: Additional Requalification for each Oven
4	1	SERVICE	Electrolux: 1 Year Excellence service agreement for 3 ovens as stated in Appendix 6 – Electrolux Service Plan.

5	2	Training	<p>2 x 1 hour training sessions on the H I system shall be carried out by BiologicTech and shall include:</p> <ul style="list-style-type: none"> ➤ Overview of hardware and connections to services ➤ Overview of main system features: <ul style="list-style-type: none"> • Door • Trolley • Sample tray • On/Off switch • Display ➤ Operation of System: <ul style="list-style-type: none"> • Turning on and off • Loading trays • Running the H I program • Running the cleaning program and frequency • Responding to errors and faults
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C) Optional Services

Item	Qty	Code	Description
1	3	SERV	<p>BiologicTech: 1 (one) year service contract per Oven as and when service renewal is required including:</p> <ul style="list-style-type: none"> • 1 x Requalification. • The first 2 (two) service callouts. <p>From 20^h December 2023 until 19th December 2024.</p>
2	3	SERV	<p>BiologicTech: 1 (one) year service contract per Oven as and when service renewal is required including:</p> <ul style="list-style-type: none"> • 1 x Requalification. • The first 2 (two) service callouts. <p>From 20^h December 2024 until 19th December 2025.</p>
3	1	SERVICE	<p>Electrolux: 1 Year Excellence service agreement for 3 Ovens as stated in Appendix 6 – Electrolux Service Plan.</p> <p>From 20^h December 2023 until 19th December 2024.</p>
4	1	SERVICE	<p>Electrolux: 1 Year Excellence service agreement for 3 Ovens as stated in Appendix 6 – Electrolux Service Plan.</p> <p>From 20^h December 2024 until 19th December 2025.</p>

D) Additional Services

Item	Qty	Code	Description
1	0	NOFAULT	Electrolux additional callouts for no fault callouts.
2	0	ADDCALL	BiologicTech additional callouts including no fault callouts.
3	0	ADDREQUAL	Additional Requalification being required as direct result of repairs carried out under ADDCALL above subject to clause 7.2.5 of the Order Form.

3 Contract Period and Termination

- 3.1 This Contract shall commence on 12th October 2022 (the “**Commencement Date**”) and shall, subject to clause 1.5 and unless terminated earlier, or extended, in accordance with its terms, expire on 19th December 2023 (the “**Term**”).
- 3.2 The Authority, at its sole discretion, shall be able to extend this Contract for 2 (two) separate 12 (twelve) month periods ending on and including, at the latest, 19th December 2025, as stated above in clause 2 C - Optional Services, by the provision of twelve (12) weeks' notice to the Supplier.
- 3.3 Without prejudice to any other right of termination set out in this Contract, the Authority may terminate this contract, in whole or in part, for convenience by giving the Supplier not less than twelve (12) weeks' notice in writing.

4 Price of the Goods and Services

- 4.1 Subject to Clause 7.3, the maximum value of the Goods (£31,446.00), Services (£57,804.44) and Optional Services (£31,487.50) that can be ordered under this Contract is a combined total of £120,737.94 (one hundred and twenty thousand, seven hundred and thirty-seven pounds and ninety-four pence) (the “Contract Price”). Full details of the Contract Price is contained in Appendix 1 of this Order Form. For the avoidance of doubt, the Authority is not committed to pay the full Contract Price.
- 4.2 The Contract Price excludes VAT at the applicable rate but is inclusive of freight, delivery and call out charges in accordance with the Specification.

5 Delivery, Acceptance and Risk:

- 5.1 The Supplier shall deliver the Goods to and perform the Services at the location set out in Appendix 3 - Premises and Locations.
- 5.2 All planned deliveries of the Goods to or performance of the Services at the Premises and Locations shall be pre-advised by the Supplier to the Authority's primary delivery contact and the additional delivery contact stated below (individually or collectively be known as the “**Delivery Contact**”) at least 48 hours prior to shipping:
- 5.2.1 Delivery Contact: [REDACTED]
- 5.3 The Supplier shall provide the following data when notifying the Delivery Contact:
- 5.3.1 Supplier name;
- 5.3.2 Authority's PO number;
- 5.3.3 Item reference, Supplier's part code, description and quantity;
- 5.3.4 Item / pallet / carton reference for multi-pallet / carton shipments; and
- 5.4 Full detailed despatch / pack list at item level and any special instructions originally entered for Authority's Order (e.g. project).
- 5.5 The Delivery Contact will confirm:
- 5.5.1 Booking reference number;

5.5.2 Date and time of delivery slot (where applicable); and

5.5.3 Delivery address.

- 5.6 The Supplier shall ensure that all Goods are labelled with the PO number, product description, part number, volume, batch number, storage requirements and barcode.
- 5.7 Delivery of the Goods shall be considered to have occurred when the Delivery Contact or other authorised representative of the Authority at the Authority's Premises and Locations has signed the delivery note confirming receipt.
- 5.8 Risk will pass to the Authority on the Goods in accordance with clause 2 (Delivery of the Goods and passing of risk and ownership of the Goods) of the Call Off Terms and Conditions.
- 5.9 The Authority may refuse unscheduled deliveries of Goods or performance of Services. In such event, the Supplier shall rearrange such delivery of Goods or performance of Services utilising the delivery process set out in this Clause 5.

6 Return Conditions

The Return Conditions shall be as follows:

- 6.1 The Supplier is responsible for collecting the Goods.
- 6.2 The Supplier is responsible for the costs of returning/collecting the Goods.
- 6.3 Return Conditions shall be in accordance with Schedule 2 - clause 3 (Inspection, rejection, return and recall of the Goods) of the Call Off Terms and Conditions.

7 Supplementary Conditions and Key Provisions

7.1 Warranty:

- 7.1.1 The Supplier shall provide a 24 (twenty-four) months' warranty, including parts and labour, which shall be extendable for a further 12 (twelve) months subject to sub-clause 8.1 of Clause 8 - Authority's Obligations, for the following Goods items:

Item	Qty	Product Code	Description
1	1	217754	Skyline Premiums Oven 20 Gn 1/1 - Electric - Boiler Aisi
3	1	X31440	Hood with Air handling system
6	1	922695	Wi-Fi Board (Niu)

Such extension of the warranty shall not be unreasonably withheld or delayed by the Supplier. Maximum warranty period available to the Authority shall be 36 (thirty-six) months. The warranty period shall commence from the Commencement Date in accordance with Clause 10 of the Call-Off Terms and Conditions.

- 7.1.2 The warranty in 7.1.1 above does not cover servicing of the Oven in order to maintain the life of the same and ensure faultless operation.
- 7.1.3 In the event that Goods are deemed to be Defective Goods by the Authority, the Authority, at its sole discretion, shall provide a written request or written notice to the Supplier in accordance with Schedule 2, clause 3.5 of the Call-Off Terms and Conditions.
- 7.1.4 In the event that Services are deemed not to be Accepted by the Authority, the Supplier shall reperform the Services at their own cost.

7.2 Ordering Process:

- 7.2.1 Following execution of the Contract, the Authority shall submit to the Supplier a purchase order (“PO”) for the sum of [REDACTED], the amount of which shall be for the value of the Goods and Initial Services.
- 7.2.2 The Authority may at its sole discretion issue further POs for the Optional Services subject to clause 3.2 above.
- 7.2.3 The Authority may issue additional POs for Additional Services as and when required. POs will be issued in advance of the Additional Services being carried out in accordance with the following:
- Electrolux – PO shall be issued for the callout charges as stated for Additional Services, Item 1 plus 1 (one) hour of labour. PO value shall be for [REDACTED].
 - BiologicTech – PO shall be issued for the callout charges as stated for Additional Services, Item 2 plus 1 (one) hour of labour. PO value shall be for [REDACTED].
- 7.2.4 The Parties agree that the charges associated with 7.2.3 are estimated and may require additional POs to be issued to cover the actual callout charges or, where possible, amendment to the existing POs subject to agreement by the Parties of the actual callout charges. The Supplier shall invoice accordingly in accordance with clause 7.3 below.
- 7.2.5 Should the envisaged repairs, if any, for Additional Services by BiologicTech require Requalification of the Oven(s) such Requalification shall be agreed by the Supplier with the Delivery Contact during the callout and prior to the repairs being carried out.
- 7.2.6 Subject to 7.2.5 above, the Authority shall at its own discretion either amend an existing PO issued in accordance with clause 7.2.3 above or an additional PO, whichever is the most practical. The charges for such Requalification shall be as stated for Additional Services, Item 3. The Supplier shall invoice accordingly in accordance with clause 7.3 below.

7.3 Invoicing Terms

- 7.3.1 Payment terms are net 30 days from receipt of a valid invoice.
- 7.3.2 Following receipt of the Supplier’s countersigned copy of the Contract, the Authority will send a unique PO number in accordance with clause 7.2 above. The Supplier must be in receipt of a valid PO number before submitting an invoice.
- 7.3.3 The Supplier shall provide an invoice to the Authority for all Goods and Services delivered to Authority.
- 7.3.4 All invoices must be sent for approval and shall include the proof of delivery to the Authority’s designated finance mailbox e-mail: [REDACTED] and their agreed representative before being submitted for payment.
- 7.3.5 All invoices must be sent quoting a valid purchase order number. The Supplier shall provide a current statement of accounts on a monthly basis; this is a standard commercial process and should show all invoices raised and amounts outstanding.
- 7.3.6 The Supplier shall provide compliant invoices that include, as a minimum, a valid PO number, PO line item number (if applicable), PO line description, and the details (name and telephone number) of the Authority’s authorised representative. Non-compliant invoices will be sent back to the Supplier, which may lead to a delay in a payment.
- 7.3.7 In support of Goods delivered and the Services provided, the Supplier shall provide to the Authority a signed delivery note confirming receipt of the Goods and provision of the Services at the Authority’s nominated Delivery Locations.
- 7.3.8 Supplier queries regarding payment must be forwarded to the Authority’s Accounts Payable section by email to: [REDACTED]

8 Authority Obligations

- 8.1 The Authority shall take reasonable practical steps to ensure that the recommended cleaning products are used, and that the recommended cleaning regime is followed.
- 8.2 The Authority shall ensure access to Premises and Locations by the Supplier is provided for the provision of the Services in accordance with clause 4.2 of the Call-Off Terms and Conditions.
- 8.3 The Authority shall (where relevant) provide Policies, site guidelines/instructions in advance of the Supplier attending site including the provision of any protective material such as PPE.
- 8.4 The Authority reserves the right to immediately remove from the Authority's site any Staff who do not conform to the reasonable instructions, policies, rules and regulations of the Authority.
- 8.5 The Authority's Delivery Contact, or other authorised representatives of the Authority, shall register all callouts that are required with the Supplier by use of the following email address.

Supplier's Call-Out email address: [REDACTED]

9 Contract Managers and Addresses for Notices

a) Contract Managers

The Supplier's Contract Manager is:

[REDACTED]
[REDACTED]
[REDACTED]

The Authority's Contract Manager is:

[REDACTED]
[REDACTED]

Phone:

b) Addresses for Notices

In accordance with clause 27 – Notices of the Call-Off Terms and Conditions, any notice issued by the Parties shall be sent to:

For the Authority:

Name: [REDACTED]

Address:

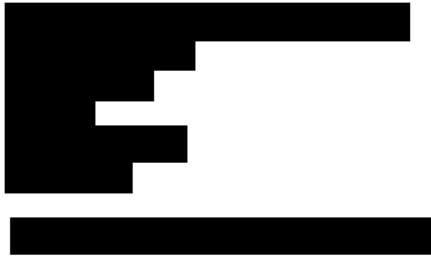
[REDACTED]
[REDACTED]

E-mail: [REDACTED]

For the Supplier:

Name: [REDACTED]
[REDACTED]

Address:



10 Frequency of meetings

- 10.1 The Authority's Contract Manager (or their delegate) and Supplier's Contract Manager shall meet weekly (or such other frequency as reasonably requested by the Authority) to discuss the Supplier's performance and other matters connected to the delivery of the Contract.
- 10.2 At the Authority's request, and within five (5) Working Days of such request, the Supplier shall provide such management information to the Authority as the Authority may reasonably request from time to time (including without limit any information about the Supplier's supply chain and its compliance in relation to sustainability requirements). The Contract Managers shall meet no less than monthly to discuss the operation of this Contract.
- 10.3 Contract management meetings will be set up to monitor the following:
- Delivery on time and in full of the Goods.
 - The Supplier shall provide to the Authority's Contract Manager, on a monthly basis, 2 (two) Business Days prior to each meeting, a management report as agreed in Appendix 10- Management Information Report (Worked Example).
 - Operational qualification and acceptance as stated in Appendix 8 – Operational Qualification and Acceptance.
 - Key Performance Indicators as stated in Appendix 11 – Key Performance Indicators of this Contract
 - Change Control Register as per template in Appendix 12 – Change Control Register, if required.
 - Risk Register and Issues Log as per template in Appendix 13 - Risk Register and Issues Log (Templates), if required.
 - Invoicing; and
 - Discuss such other matters as the Parties may consider appropriate.

11 Quality Assurance Standards for the Goods and the Services

The Supplier shall ensure the accreditations set out in Appendix 5 – ISO Certificates shall be maintained throughout the Contract Period.

12 Requirements for Use by Dates

- 12.1 Not Applicable

13 Data Protection Protocol

- 13.1 Not Applicable

This Contract has been entered into on the day and date given below:

Signed by

[Redacted Signature]

Signed by

[Redacted Signature]

Appendix 1

Contract Price for the Goods and Services including Optional Services

A) GOODS

Item	Qty	Product Code	Description	Unit Price	Total Item Price
1	1	217754	Skyline Premiums Oven 20 Gn 1/1 - Electric - Boiler Aisi		
2	2	922753	Trolley Tray Rack 20 Gn 1/1 - 63mm Pitch		
3	1	X31440	Hood with Air handling system		
4	1	922739	Plastic Drain Kit For 20 GN 1/1 Oven - Dia=50mm		
5	1	X31445	Liquid Waste Integration		
6	1	922695	Wi-Fi Board (Niu)		
				Total	

B) SERVICES

i. Initial Services

Item	Qty	Code	Description	Unit Price	Total Item Price
1	1	HEATINACTIV	Retrofit of the heat inactivation HI systems modification to the Oven.		
2	3	SERV	<p>BiologicTech: 1 year service contract per Oven including:</p> <ul style="list-style-type: none"> 1 x requalification is required which shall include UKAS temperature calibration and sample thermal validation ("Requalification"). The first 2 (two) service callouts. <p>First year coverage shall end on, and including, 19th December 2023.</p>		
3	3	REQUAL	BioLogicTech: Additional Requalification for each Oven		
4	1	SERVICE	<p>Electrolux: 1 Year Excellence service agreement for 3 ovens as stated in Appendix 6 – Electrolux Service Plan.</p> <p>Number of preventative maintenance visits per year - 3</p>		
5	2	Training	<p>2 x 1 hour training sessions on the HI system shall be carried out by BiologicTech and shall include:</p> <ul style="list-style-type: none"> ➤ Overview of hardware and connections to services ➤ Overview of main system features: <ul style="list-style-type: none"> • Door 		

			<ul style="list-style-type: none"> • Trolley • Sample tray • On/Off switch • Display <p>➤ Operation of System:</p> <ul style="list-style-type: none"> • Turning on and off • Loading trays • Running the H I program • Running the cleaning program and frequency • Responding to errors and faults 		
				Total	
ii. Optional Services					
Item	Qty	Code	Description	Unit Price	Total Item Price
1	3	SERV	<p>BiologicTech: 1 (one) year service contract per Oven as and when service renewal is required including:</p> <ul style="list-style-type: none"> • 1 x Requalification. • The first 2 (two) service callouts.. <p>From 20th December 2023 until 19th December 2024.</p>		
2	3	SERV	<p>BiologicTech: 1 (one) year service contract per Oven as and when service renewal is required including:</p> <ul style="list-style-type: none"> • 1 x Requalification. • The first 2 (two) service callouts. <p>From 20th December 2024 until 19th December 2025.</p>		
3	1	SERVICE	<p>Electrolux: 1 Year Excellence service agreement for 3 ovens as stated in Appendix 6 – Electrolux Service Plan. Number of preventative maintenance visits per year – 2</p> <p>From 20th December 2023 until 19th December 2024.</p>		
4	1	SERVICE	<p>Electrolux: 1 Year Excellence service agreement for 3 ovens as stated in Appendix 6 – Electrolux Service Plan. Number of preventative maintenance visits per year – 2</p> <p>From 20th December 2024 until 19th December 2025.</p>		
				Total	

iii. Additional Services

Item	Qty	Code	Description
1	0	NOFAULT	Electrolux additional charges for no fault callouts. [REDACTED] callout charge plus labour at [REDACTED] charged at 15 minute increments i.e. [REDACTED] per 15 minutes.
2	0	ADDCALL	BiologicTech additional charges for additional callouts including no fault callouts. [REDACTED] per callout for no fault found callouts. Charges includes 4 (fours) hours travelling time plus 1 (one) hour at the Delivery Location. Additional hours will be charged at [REDACTED] per hour charged at 15 minute increments i.e. [REDACTED] per 15 minute increment.
3	0	ADDREQUAL	Additional Requalification being required as direct result of repairs carried out under ADDCALL above subject to clause 7.2.5 of the Order Form. Charges shall be the same as B) i.- Initial Services, Item 3 of this Appendix.

Appendix 2:

Specification of Requirement for the Heating Inactivation

Background:

Heat Inactivation uses industrial ovens to heat unopened samples to 65 degrees for 10 minutes, this process inactivates the Sars COV-2 virus. The benefits of Heat Inactivation are that it allows for the removal biocontainment in lab lines and removes the complexity of handling live virus resulting in a safer working environment for laboratory staff.

Heat Inactivation has already been proven and used at the Cambridge Lighthouse laboratory (see Appendix 7 – BiologicTech Proof of Concept/Methodology) which is the basis for the Suppliers solution reflected within this Specification of Requirements.

UKHSA now owns the Heat Inactivation assets that were removed from the aforementioned laboratory and now relocated to the Delivery Location.

Summary of the Requirement:

The Requirements of the Authority are as follows:

- Commercial ovens where the operating system has been replaced by a unique new operating system developed and owned by BiologicTech which shall ensures that the oven heats the samples uniformly to a specific temperature and for a specific time period to inactivate the Covid-19 virus.
- Each oven shall include a bespoke steel fabricated racks and trays which shall ensure that the heat transfer across the Covid-19 samples is uniform in order that all live virus is inactivated.
- Each Oven shall be tested to and meet UKAS calibration standards and as such subjected to a validated Operational Qualification using equipment calibrated to ISO 17025 and a specific calibration program installed on each oven. The Operational Qualification has been specified by BiologicTech in development of the solution.
- The heat inactivation process shall be capable of inactivating Covid-19 test samples whilst ensuring the integrity of the RNA isn't impaired for testing purposes.
- 12-month service and maintenance contracts with Electrolux and BiologicTech, which can be extended for 2 further periods of 12 months each.

The Specification of Requirements:


1. The Supplier shall provide the Goods stated in clause 2A - Goods –of this Contract.
2. BiologicTech shall perform the Services stated in clause 2B: Initial Services, Item 1.
3. BiologicTech shall provide a 12-month service and maintenance contract in accordance with clause 2B, Item 2 of this Contract: BioLogicTech shall recalibrate and retest the BiologicTech HI system on the Goods on 2 (two) occasions during the term of the Initial Services:
 - a. April 2023; and,
 - b. October 2023

BioLogicTech's service and maintenance visits shall immediately follow Electrolux's preventative maintenance visits in sub-clauses b. and 4c. below.

4. Electrolux shall provide a 12-month service and maintenance contract in accordance with clause 2B, Item 3 of this Contract. Electrolux shall service and maintain the Goods on 3 (three) occasions during the Initial Services:

- a. October 2022;
 - b. April 2023; and,
 - c. October 2023.
5. BiologicTech shall provide Training in accordance with clause 2B, Item 4 of this Contract.
 6. The Supplier shall ensure that Electrolux provides a warranty that covers 2 (two) years parts and labour from the date of delivery of the Goods, which is extendable to 3 (three) years where the Authority has taken such reasonable steps as per clause 8.1 of Authority's Obligations. The ability of the Authority to extend the warranty shall not be unreasonably withheld or delayed by either the Supplier or Electrolux.
 7. Electrolux shall provide 2 (two) preventative maintenance visits each year during the term of any Optional Services as a stated in clause 2C, Items 3 and 4 to ensure the smooth running and efficiency of the Goods and any replacement parts required as a minimum. The Goods shall be serviced at the same time.
 8. BiologicTech shall recalibrate and retest the BiologicTech HI system on the Goods after the last scheduled Electrolux service visit of the year during the term of any Optional Services as stated in clause 2C, Items 1 and 2 .
 9. The Goods have been installed and commissioned at the Delivery Location in accordance with Appendix 8: Operational Qualification/Acceptance.
 10. Supplier shall respond to Authority's Delivery Contact for all callout notifications issued by the Authority in accordance with clause 8.5 of this Contract by email within 4 (four) hours during a Business Day confirming when the relevant Sub-contractor(s) will perform the necessary services to resolve the callout.
 11. Supplier shall advise of and agree with the Authority any and all charges that are not covered by this Contract which are directly attributable to clause 10 above of this Appendix 2.
 12. Where any additional charges are agreed by the Authority, in accordance with clause 11 of this Appendix 2, the Supplier must be in receipt of an additional PO number prior to the callout taking place.

Appendix 3
Premises and Locations

Delivery Location	
	

Appendix 4

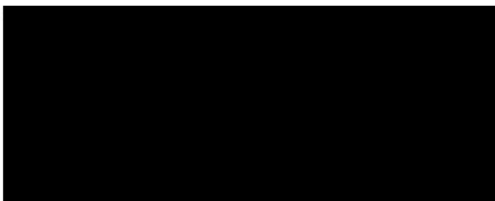
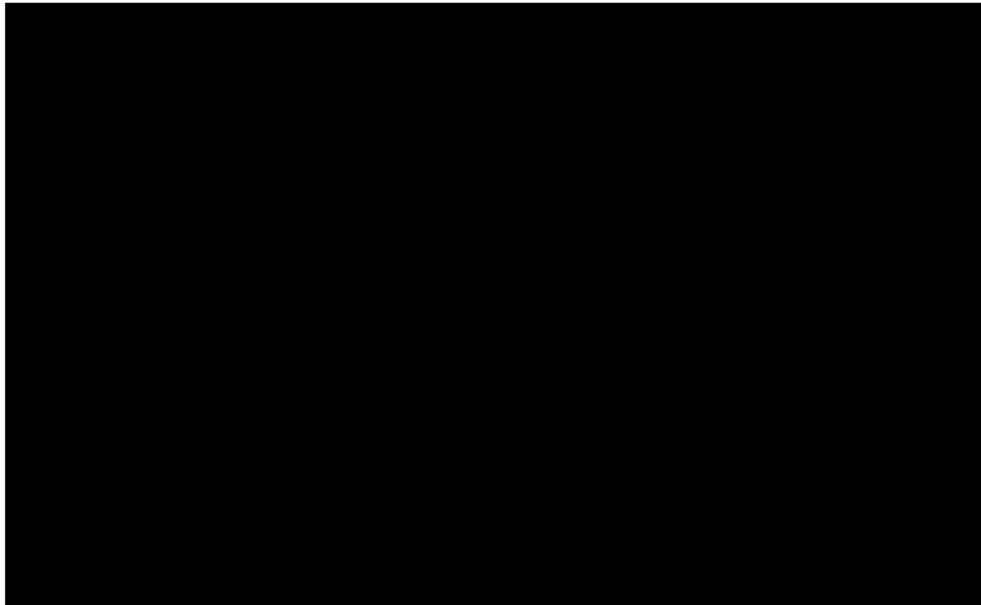
ISO Certificates



Current issue date: 31 July 2020
Expiry date: 31 August 2022
Certificate identity number: 10284818

Original approval(s):
ISO 14001 - 13 February 2018
ISO 9001 - 13 February 2018

Certificate of Approval

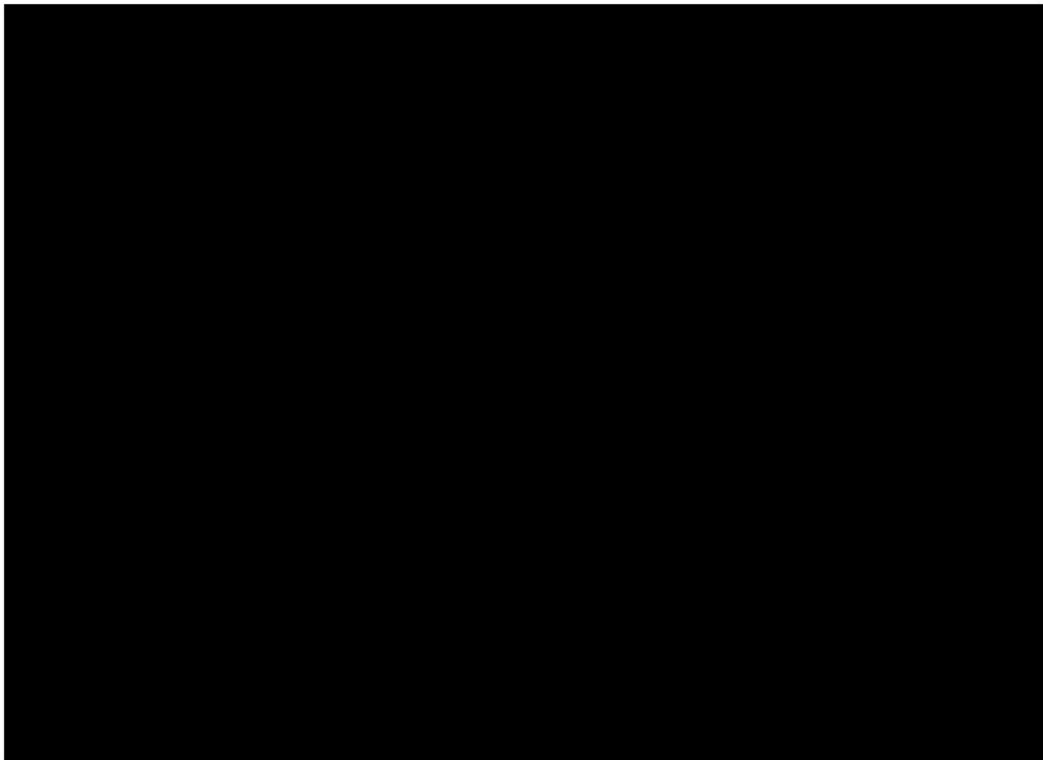


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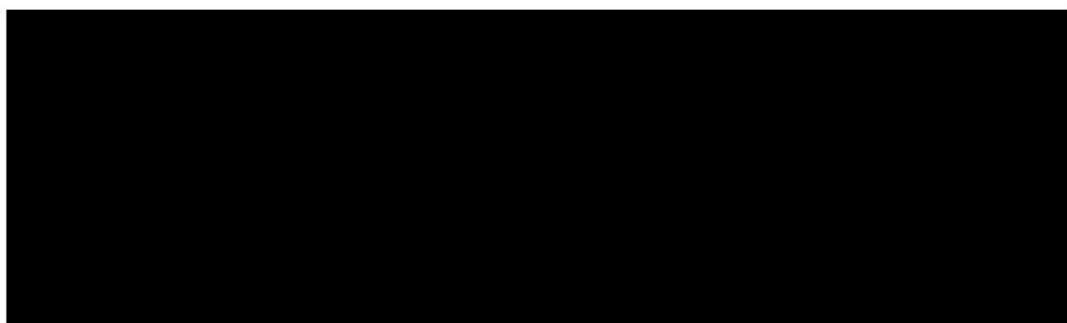
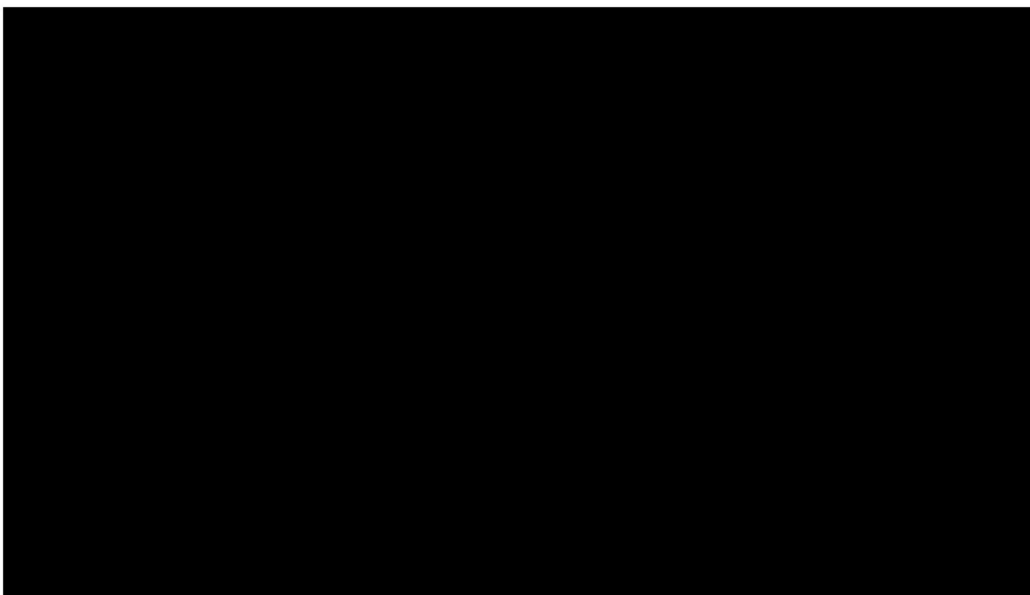
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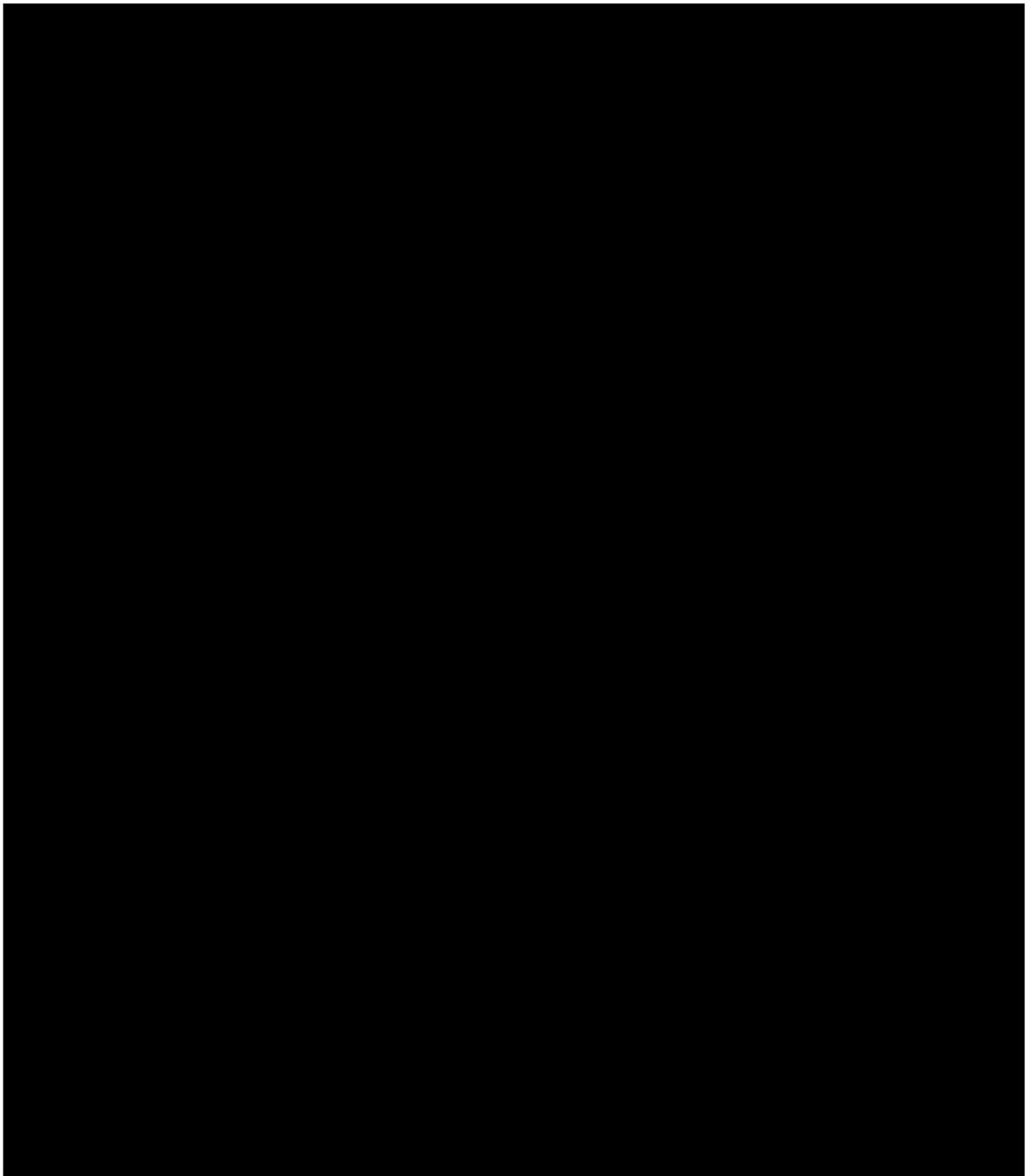




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ACCREDITED UNIT: DNV GL Business Assurance Sweden AB, Elektrogatan 10, 171 54 Solna, Sweden. TEL: +46 8 587 940 00. www.dnvgl.se/assurance



Appendix 5

Declaration of Conformity

CE Declaration of Conformity
EG- Konformitätserklärung
EG Verklaring van overeenstemming
EU- försäkran om överensstämmelse
EU- overensstemmelseserklæring
EY-vaatimustenmukaisuusvakuutus
EU Overensstemmelseserklæring
Déclaration CE de conformité
Dichiarazione CE di conformità
Declaración de Conformidad CE
Declaração de conformidade CE
Δήλωση συμμόρφωσης CE

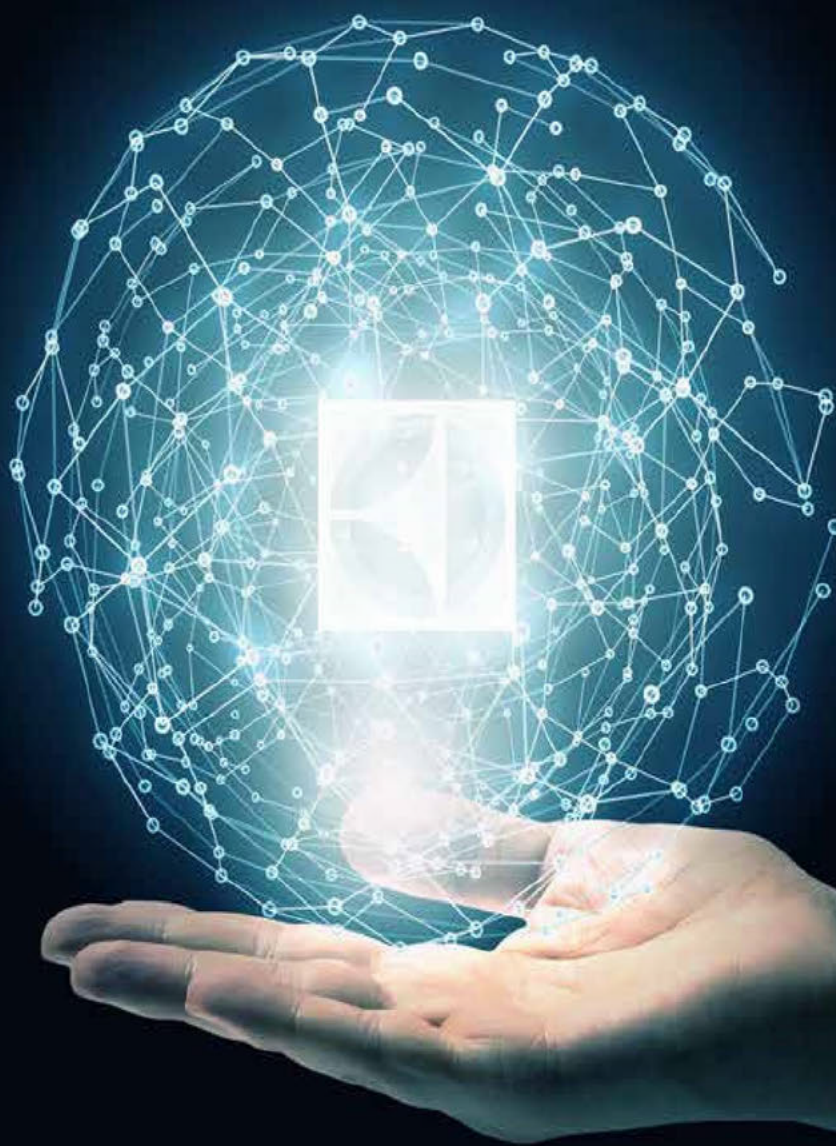


ES prohlášení o shodě
EÜ vastavusdeklaratsioon
CE atbilstības deklarācija
EB atitiktības deklaracija
Deklaracja zgodności WE
Prehlásenie o súlade CE
Izjava o skladnosti in oznaka CE
CE megfeleltetési nyilatkozat
Declarație de conformitate CE
EO Декларация за съответствие
Dearbhú Comhréireachta CE

- EN The undersigned (1), representing the following manufacturer (2), declares that the product electric ovens for professional use (3) complies with the requirements of the following EC Directives (4) and their subsequent amendments and supplements, and the following standards (5). The corporate body authorised to construct the technical file is the manufacturer.
- DE Der Unterzeichner (1), Repräsentant des folgenden Herstellers (2), erklärt, dass das Produkt Elektroöfen für professionellen Gebrauch (3) folgenden europäischen Richtlinien (4) und ihren nachfolgenden Änderungen und Ergänzungen sowie folgenden Normen (5) entspricht. Die zur Ausarbeitung des technischen Dossiers berechnete Rechtsperson ist der Hersteller.
- NL Ondergetekende (1), vertegenwoordiger van onderstaande fabrikant (2) verklaart hierbij dat het product elektrische ovens voor professioneel gebruik (3) in overeenstemming is met de volgende EG-richtlijnen (4) en navolgende wijzigingen en aanvullingen en zoals voorgeschreven door de volgende normen (5). De juridische persoon die geautoriseerd is om het technische dossier samen te stellen is de fabrikant zelf.
- SV Undertecknad (1), representant för tillverkaren (2), deklarerar att apparaten elektrisk ugn för professionellt bruk (3) är framtagen i enlighet med europeiska direktiv nedan (4) med påföljande ändringar och bilagor och även enligt följande normer (5). Den juridiska person som är auktoriserad att sammansätta den tekniska beskrivningen är tillverkaren själv.
- DA Undertegnede (1) erklærer på vegne af nedenstående producent (2), at produktet elektriske ovne til professionel brug (3) er i overensstemmelse med kravene i følgende EU-direktiver (4) med efterfølgende ændringer og tilføjelser samt bestemmelserne i nedenstående standarder (5). Den juridiske person, der er autoriseret til at udarbejde den tekniske dokumentation, er producenten selv.
- FI Allekirjoittanut (1), seuraavassa mainitun valmistajan (2) edustaja, vakuuttaa, että valmistamamme tuote ammattikäyttöön tarkoitettu sähköuuni (3) vastaa seuraavien Euroopan yhteisön direktiivien vaatimuksia (4), niiden muutoksia ja lisäyksiä sekä seuraavien standardien vaatimuksia (5). Teknisen tiedoston laadintaan valtuutettu juridinen henkilö on valmistaja.
- NO Undertegnede (1), representant for følgende produsent (2) erklærer at produktet elektriske ovner til profesjonell bruk (3) er i overensstemmelse med forskriftene i følgende EU-direktiver (4) med senere endringer og tillegg og i overensstemmelse med kravene i følgende standarder (5). Den juridiske personen som er autorisert til å utarbeide den tekniske dokumentasjonen er produsenten av apparatet.
- FR Le soussigné (1), représentant le fabricant (2) déclare que le produit fours électriques pour usage professionnel (3) est conforme aux dispositions des directives communautaires suivantes (4) et à leurs modifications et intégrations successives ainsi qu'aux dispositions des normes suivantes (5). La personne juridique autorisée à constituer le fascicule technique est ledit fabricant.
- IT Il sottoscritto (1), rappresentante il seguente fabbricante (2) dichiara che il prodotto forni elettrici per uso professionale (3) risulta conforme a quanto prescritto dalle seguenti direttive comunitarie (4) e loro successive modifiche ed integrazioni ed a quanto prescritto dalle seguenti norme (5). La persona giuridica autorizzata a costruire il fascicolo tecnico è lo stesso costruttore.
- (*) Original language / Originalsprache / Originele taal / Originalspråk / Alkuperäinen kieli / Originalspråk / Langue originale / Lingua originale / Idioma original / Língua original / Αρχική γλώσσα / Originální jazyk / Originaalkeel / Originalvaloda / Originalo kalba / Język oryginalny / Originálny jazyk / Jezik izvornika / Eredeti nyelv / Limba originală / Оприснавен език / Bun-teanga

(2)		(4) 2006/42/EC (MD) 2014/30/EU (EMC) 2014/53/EU (LVD) 2011/65/EU	(5) EN 60335-1:2012+A11:2014 EN 60335-2-42 ed. 5.2 EN 62233:2008 EN 55014-1:2017; EN 55014-2:2015; EN 61000-3-12:2011; EN 61000-3-11:2000 EN 50581:2012
(3)	COE***		
(3)			

Appendix 6
ELECTROLUX Service Plan



Essentia, the heart of customer service

Providing you with the support you need, taking care of your processes with a **reliable service network**, a range of tailored-made **exclusive services** and an innovative technology. Essentia is **the heart of superior customer care**, a dedicated service of value that becomes foremost for your competitive advantage.

Service Network

You can count on more than

2.200 authorized service partners, always available, always on duty. We stand ready and committed to support you with an **unique service network** that makes **your work-life easier**.

Service Agreements

You can choose from **flexible tailored-made packages**, according to your business needs, offering a variety of maintenance and support services.

Original Accessories &

You can rely on a quick dispatch of original Accessories & Consumables, rigorously tested by Electrolux Professional experts to ensure **durability and performance of your equipment**, together with the **safety** of the users.

Consumables





 Electrolux

Service Academy

800 product training sessions a year. Numbers that prove the level of competence of our engineers, a highly skilled service network with a lifelong learning orientation, up to date with the latest technology of Electrolux equipment.

Our service network for your satisfaction

No matter where your business is located. Electrolux stands ready, everywhere, along with its reliable technicians, its networked service and its tailored solutions. For a lifetime partnership that suits you. Because with Electrolux, **you never work alone**. We are committed to supporting you with a unique service network that makes **your work-life easier**.

149

Countries served

.....

A widespread service network applying the same, client-related approach. Operating in 149 countries all over the world, with Electrolux as a unique contact point.

2.200

Authorized service partners

.....

The most extensive, structured service network in the world to keep your appliances performing, supporting you in any circumstance.

10.000

Service engineers

.....

Our trustworthy ambassadors, 10.000 service engineers, taking care of your equipment and providing you with the assistance you need.



Service agreements offer



	BASE ⁽¹⁾	PERFORMANCE	PREMIUM	EXCELLENCE
Call Centre	●	●	●	●
Technical Support Telephone Assistance	●	●	●	●
Planned Maintenance Visit (*)		●	●	●
Gas Safety Certification		●	●	●
All Labour Included	●		●	●
All Parts Included excluding Consumables	●			●
Annual Staff Training (Equipment, Maintenance Instructions)		○	○	○
Any Machine, Any Manufacturer		○	●	●
Nationwide Coverage	●	●	●	●
Electrolux Certified Engineers	●	●	●	●
Flexible Payment Plans Available		●	●	●
Visit Notification Prior to Visit on Request		●	●	●
Call Centre Accessibility				
24 Hours / 7 Days Per Week	●	●	●	●
Onsite Response Time				
Best Endeavour (Mon - Friday Office Hours 0830-1700)	●	●		
48 Hours / 5 Days Per Week		○	●	●
24 Hours / 5 Days Per Week (**)		○	○	○
Optional				
Exhaust Duct Cleaning and Certification (***)		○	○	○
Wear & Tear Parts Replacement				●
Onsite Training with Specialist			○	○
Repair and Maintenance Cost Analysis			○	○

● INCLUDED ○ OPTION

(*) Number of Visits dependent on Machine Requirements

(**) Subject to Availability

(***) Laundry Equipment Only

Service agreements you can trust

Electrolux Customer Care offers a number of tailor-made **service agreement packages**, designed according to our product manuals, designed to maintain the performance, availability and safety of your equipment, **maximizing lifetime and profitability**. Undertaking correct maintenance in accordance with Electrolux Service Manuals is essential to avoid any unexpected issues, ensuring your equipment continues to **perform at its optimal level**, ensuring reliable and consistent results.

your costs are fixed at an all-inclusive price, supporting compliance with relevant regulatory requirements, protecting your staff, customers and your business.

Service agreement packages:

Base

Resolve any warranty issues

Included with all registered products, providing technical support during office hours, with access to our field engineering network.

Designed to:

- **provide** help and service support
- for non-critical issues

Performance

Planned Maintenance Vists

A planned maintenance program designed to ensure warranty conditions with consistent and optimum operating performance.

- **reduce** unplanned downtime,
- maintain warranty conditions and
- optimal operating performances

Premium

Enhances the Performance Service Agreement with the added advantage of included labour costs for reactive field interventions with extended access to the Electrolux field support network.

- **include** fixed labour costs for
- faster reactive field interventions

provide a fully inclusive program

of maintenance and services at a

fixed price

Excellence

Fully inclusive support at fixed cost

An extended service plan which includes maintenance and response program to reduce and resolve any unexpected issues. It provides you with a reassurance that