



HAMILTON

Hamilton Manufacturing Corp.
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CAR WASH INDUSTRY

ON SITE SUPPORT & TRAINING AGREEMENT

Pricing Valid Until: _____ **Date Required On-Site** _____

For Quote purposes, please figure a minimum of 3 days on site for installation and training support. Airfare and other travel expenses will be estimated until final arrangements are made.

- A. On-Site Time is calculated at \$1,000 per 8 hour weekday plus airfare, car rental, or mileage when applicable from the factory.
 - The customer is responsible for the technician’s airfare, car rental or mileage expenses when applicable from the factory. Mileage will be charged at 58.5 cents per mile (through the end of 2008).
 - All other travel related expenses are included in the \$1000 per day fee.

Note: Technician’s total On-Site Time will average at least 8 hours per day, but may be less than 8 hours on any given day.
- B. Additional On-Site Time will be billed at \$1,000 per 8 hour day plus additional airfare, car rental or mileage expenses.
- C. Non-weekday (Weekends, etc) on-site time will be billed at \$1500 per 8 hour day.
- D. National Holidays will be billed at \$2,000 per 8 hour day.

Product(s) to be installed and training support for: Please Check All Applicable

- | | |
|--|--------------------------------|
| <input type="checkbox"/> Hamilton Transaction Kiosk | Support/Training |
| <input type="checkbox"/> Hamilton Gold Line Autocashier | Support/Training |
| <input type="checkbox"/> Hamilton Tunnel Pass System | Support/Training |
| <input type="checkbox"/> Reference Document #3060 | Distributor/Customer Agreement |
| <input type="checkbox"/> Reference Document #101-0195 | Overview Diagram |
| <input type="checkbox"/> Reference Document #101-0133 | Operation Manual |
| <input type="checkbox"/> Hamilton Gated Entry System | Support/Training |
| <input type="checkbox"/> Reference Document #3058 | Distributor/Customer Agreement |
| <input type="checkbox"/> Reference Document #101-0198 | Overview Diagram |

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| <ul style="list-style-type: none"> ○ Hamilton Code System # _____ - <ul style="list-style-type: none"> ○ Reference Document #3059 ○ Reference Document #101-0159 ○ Reference Document #1052 ○ Reference Document #1110 ○ Reference Document #101-0199 ○ Reference Document #101-0158 ○ Reference Document #1060 ○ Reference Document #101-0160 ○ Reference Document #1099 ○ Reference Document #1111 ○ Reference Document #101-0160 ○ Reference Document #101-0200 ○ Reference Document #101-0197 ○ Data Access Network <ul style="list-style-type: none"> ○ Reference Document #3052 ○ Reference Document #101-0201 ○ Reference Document #101-0129 | <p>Support/Training</p> <ul style="list-style-type: none"> Distributor/Customer Agreement HCS-4 Overview Diagram HCS-4 Check List HCS-4 G2 Check List HCS-4 G2 Overview Diagram HCS-3 Overview Diagram HCS-3 Check List HCS-2 Overview Diagram HCS-2 Check List HCS-2 G2 Check List HCS-2 Overview Diagram HCS-2 G2 Overview Diagram HCS-1 Overview Diagram <p>Support/Training</p> <ul style="list-style-type: none"> Distributor/Customer Agreement Overview Diagram Owner's Manual |
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Review attached “Reference Documents” for site requirements.

Thank you for choosing Hamilton’s quality line of equipment. Our goal is to provide you with the best support, and training possible. All necessary preparation must be completed before your trainer arrives on site.

When we leave your site, we want you to be proficient in using your new Hamilton equipment. For this reason, we take our training time with you very seriously. To ensure that the training goes as smooth as possible and you get the most out of your training time, it is necessary that you fully understand:

Hamilton’s role in your installation is to make final connections as necessary, test the equipment and most importantly, to train you and your employees on the Hamilton hardware and software product(s) which you have purchased.

Hamilton’s Trainers are not licensed, trained, or equipped to install or service any equipment other than Hamilton’s. Any and all electrical work must be properly completed by a licensed electrician prior to the arrival of the trainer on site. Hamilton is not responsible for any damage related to faulty electrical work.

Hamilton will not install the Autocashier. This installation must be properly completed prior to Hamilton’s trainer arriving on site.

Your wash equipment must be fully installed and operational before Hamilton's trainer arrives. This means that all wash equipment is installed, wired, and fully functional.

Hamilton will provide up to 3 full days for the support and training of your personnel. You must verify that you have the necessary personnel available for the training. Hamilton is not responsible for delayed or cancelled training sessions unless said sessions are cancelled due to the illness or unavailability of the trainer.

The training and/or installation of the system normally requires 2 full days before the system is ready for use.

The scheduling of training will be based upon the availability of your personnel on site and our training staff.

If the wash equipment or site is not ready when the Hamilton trainer arrives and they have to extend their stay as a result, you will be charged \$1000 per day, plus any additional travel costs, if necessary. This means that if trainer arrives and cannot finalize the installation and training due to issues out of Hamilton Manufacturing Corp's control, you will be charged these fees for each additional day the trainer is on site.

Once you have confirmed a support/training date and Hamilton purchases airline tickets (typically two to three weeks prior to training date), you will be liable for any fees incurred by Hamilton if you change this date.

Distributor/ Customer shall indemnify and hold Hamilton harmless for any personal or property damages which may occur during a training session on Company's property.

I understand the items described above and agree to complete the necessary preparation before my Hamilton installer/trainer arrives on site. I understand that if I fail to complete this preparation and my Hamilton installer/trainer has to extend their stay as a result, I will be charged an additional \$1,000 per day, plus expenses. I also understand that I will be charged for any fees incurred by Hamilton if I change the training date after it has been confirmed.

This agreement is governed by the laws of the state of Ohio, and Lucas County, Ohio shall be the proper venue and jurisdiction for all disputes arising out of or in relation to this agreement.

In the event Hamilton is found to be in breach of the Agreement by a court of competent jurisdiction, damages shall not exceed the value of the underlying services performed.

Customer and Site Information

Authorized Personnel Must Complete Prior to Scheduling

Distributor Information:

Address: _____

Contact Person:

Print Name: _____

Signature: _____

Title: _____

Phone: _____

Customer/Site Information:

Address: _____

Contact Person:

Print Name: _____

Signature: _____

Title: _____

Phone: _____