



Fiorenzi Marine Group

Dear customer,

FMG Technologies has created a new personalized service to guarantee a high level of assistance for those using the FMG Plotter/Cutter.

One of the advantages of our Plotter is the self-testing system which, in case of error, avoids any extra cost for the customer. With the aim to reduce the overall costs, we would like to offer you the “**Basic**” contract, i.e. a service allowing the customer to receive a prompt and adequate assistance, to solve the problems and to get information whenever possible by phone assistance. If the problem requires to replace a spare part, FMG Technologies can send it within 24 hours from the time of phone assistance (please see list attached).

We have also a second offer, the “**Basic + KIT**”. This one includes the “Basic” offer and the purchase (with a special discount) of the main spare parts KIT. Thanks to this offer, phone assistance is more effective so that problems are more easily to be solved. The consequence is that the customer can solve the problem by himself without needing an on-spot assistance by one of our technicians thus sparing also money.

Please find enclosed copies of the two offers. We would appreciate if you could sign the contract which is more suitable for you and if you would return it to FMG. We have also included the price lists for the on-spot assistance and for the parts.

Kind regards.



Fiorenzi Marine Group

Dear Sir/Madam

Please fill in Company name and contact Person

CONTRACT FOR TECHNICAL ASSISTANCE FOR FMG PLOTTER/CUTTER

Basic Contract

cost for annual assistance € 400,00 + VAT

The contract includes:

- phone assistance within 4 hours from time of call
- phone or videocommunication assistance to search for errors in the Plotter/Cutter
- shipment of main spare parts within 24-48 hours from the time of call
- shipment of secondary spare parts within 7 working days
- 10% discount on all spare parts

In case you may require on-spot assistance, please refer to the current price list.

Only for the first year the contract will come into force starting from the date of payment of the licence fee and its validity will last till the end of the same year (including also part payments at three/six months, etc.).

Afterwards the contract will be renewed tacitly year by year except for the occurring of a contract notice both by the two parties which must be sent to our company at least one month before the expiry date. The effect of the contract will be from the 1-1 to 31-12, the invoicing will be issued at the beginning of the year and the payment will be done by bank transfer at 30days.

The default in paying the yearly license fee will cause immediately the interruption of the service.

Numana.....

STAMP AND SIGNATURE OF THE CUSTOMER

ANALYTICAL METHODS ITALIA s.a.s.



Fiorenzi Marine Group

Dear Sir/Madam

Please fill in Company name and contact Person

CONTRACT FOR TECHNICAL ASSISTANCE FOR FMG PLOTTER/CUTTER

Basic Contract + KIT for spare parts

cost for annual assistance € 400,00 + VAT plus *KIT for spare parts*

-KIT for Cutter spare parts € 1.400,00 + VAT

-KIT for Plotter spare parts € 690,00 + VAT

The contract includes:

- phone assistance within 4 hours from time of call
- phone or videocommunication assistance to search for errors in the Plotter/Cutter
- shipment of secondary spare parts within 7 working days
- 10% discount on all spare parts

KIT for spare parts guaranties the following main spare parts:

- all drivers for engines (3 for Cutter and 2 for Plotter)
- a serial controller
- a relay driver
- 3 switchers
- multi-meter to measure electrical and electronical parts
- hex keys set

Freight charges are to be paid by the customer. In case you may require on-spot assistance, please refer to the current price list.

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Afterwards the contract will be renewed tacitly year by year except for the occurring of a contract notice both by the two parties which must be sent to our company at least one month before the expiry date. The effect of the contract will be from the 1-1 to 31-12, the invoicing will be issued at the beginning of the year and the payment will be done by bank transfer at 30days.

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STAMP AND SIGNATURE OF THE CUSTOMER

ANALYTICAL METHODS ITALIA s.a.s.



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PRICE LIST 2007 (1) FOR SPARE PARTS FOR FMG PLOTTER/CUTTER

VAT not included

For all customers subscribing a service contract for assistance, a 10% discount is applied.

PLOTTER

- serial controller plotter	€	289,00
- engine driver X or Y for plotter	€	536,00
- relay driver	€	10,00
- 3 switchers	€	15,00
- digital multi-meter	€	10,00
- hex keys set	€	10,00

CUTTER

- serial controller cutter	€	450,00
- engine driver X for cutter	€	673,00
- engine driver Y for cutter	€	428,00
- engine driver Z for cutter	€	122,00
- relay driver with screws	€	63,00
- timing belt (engine X and engine Z)	€	8,00
- 3 switchers	€	15,00
- digital multi-meter	€	10,00
- hex keys set	€	10,00

OTHER SPARE PARTS

- special cables (replacement recommended every 2 years)		
engine cable X and Y	€	1,60 / metre
engine cable Z	€	2,60 / metre
signal cable 8 fibres (plotter and cutter)	€	3,64 / metre

secondary spare parts subjected to gradual deterioration

- nylon block for cutter	€	90,00
(replacement carried out by our FMG technicians in 3 hours)		
- timing belts on tracks	€	8,50 EUR/ metre
- electrical valve	€	65,00
- STOP button	€	35,00

Freight charges for all spare parts are to be paid by the customer.



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HARDWARE KEY (DONGLE)

Dongle replacement : Windows USB dongle € 277,00 + VAT

Dongle is an electronic key allowing the use of FMG programs on a PC. The key protects the copyright of the programs and allows the use through the license.

If the dongle key is lost, the software license is lost as well, hence the customer is forced to buy a new one. Should the dongle key be damaged a new one will be supplied by paying the cost of the key only.

SOFTWARE UPDATE

Software update and additional costs are decided by the programmer.

PRICE LIST FOR ANY LOCAL TECHNICAL ASSISTANCE

VAT not included

•Technical assistance must be booked in advance (minimum 3 days)

travel cost :	€ 1,35 / Km (please see note 2)
hourly fare for local assistance :	€ 80,00 / per hour per person-technician
min. to be invoiced for local assistance	3 hours per person
accommodation:	- (please see note 3)

•Urgent assistance

€ 200,00 extra (not included in the standard fare)

If it is required before 10.00am, FMG can guarantee the assistance within the following working day.

If it is required after 10.00am, the assistance is carried out within the second following working day.

Notes:

(1) the price list shown is valid for 2007

(2) distance is given from A14 Ancona Sud Exit to customer location

(3) if the total travelling hours (ingoing/outgoing) and the technical assistance last more than 12 hours, FMG can charge for accomodation.