

Standard Handrail Field Splice Warranty

EHC Global Inc. and its affiliates ("EHC") warrant every Handrail Field Splice that has been completed by EHC Certified Handrail Field Technicians is done so in accordance with the Specifications and is free from defects in workmanship. This Warranty shall remain in effect for a period of one (1) year after installation/startup of the Handrail by an EHC Certified Handrail Field Technician at the destination specified in the original purchase order.

Where a new Handrail Field Splice is provided as a replacement, or is repaired during the Warranty period, the replaced/repaired handrail shall be warranted for defects in splicing workmanship for the longer of 6 months from the installation date or the balance of the original Warranty period.

This Warranty will only apply to those Handrail Field Splices completed by EHC Certified Handrail Field Technicians under acceptable job-site circumstances. EHC Certified Handrail Field Technicians may, in consultation with their supervisor, refuse to complete the Handrail Field Splice if jobsite/unit conditions are: (i) deemed unsafe, (ii) at a state of completion that would compromise the quality of the finished handrail field splice, (iii) outside an ambient temperature range of 5°C to 40°C, or (iv) exposed to rain, freezing rain, sleet, snow or other precipitation.

This Warranty does not include or cover any Handrail Field Splice issues attributable in whole or in part to; accident, misuse, vandalism, environmental exposure, use of other-than-EHC authorized cleaning products, neglect, improper installation/set-up, faulty maintenance, or any damage or defect attributable to on-site splicing, modifications to or repair of the Handrail Field Splice by any person other than an EHC employee or a person approved in writing by EHC. Wear and tear caused by usage is not covered by this Warranty.

EHC Handrails Field Splices have been specifically designed to be installed and used only on escalators and moving walkways as those units were originally manufactured and sold by the Original Equipment Manufacturer (OEM). This Warranty will not cover any EHC Handrail that has been installed or used on any escalator or moving walkway unit that has been altered from the OEM specification or design (including but not limited to any alteration/modification to the handrail driving mechanism, drive path or any other modification to the OEM unit).

Where Customer claims a Handrail Field Splice is defective and either fails to perform in accordance with the Specifications or a defect in workmanship or material is evident, Customer shall notify EHC as promptly as possible in writing outlining the nature of problem, photographs of the concern, and the Handrail brand information for identification and tracking purposes. Within three (3) business days of receipt of the aforementioned details, EHC will evaluate the scope of the claim and respond with instructions as to whether the Handrail Field Splice will be investigated in the field or should be returned to EHC for inspection.

If site investigation is required, Customer will make all reasonable efforts to accommodate EHC's designated technician access to the site and cooperate fully with inspection procedures.

If Handrail Field Splice replacement is required, Customer shall execute and deliver a new purchase order for a replacement Handrail Field Splice which will be subject to the same terms and conditions and Warranty dates of the original Handrail Field Splice.

If EHC determines a Handrail Field Splice was defective and the Warranty is applicable, EHC may at its expense: (i) make arrangements for field repair, or (ii) if replacement Handrail has been supplied pursuant to a new purchase order, EHC will provide a financial credit note to the Customer for the purchase price of the replacement Handrail Field Splice provided the replacement Handrail Field Splice invoice has been paid in full. The practice of offsetting pending claims amounts against current payables to EHC entities is not permitted and will attract interest and administrative charges if so employed.

EHC shall not be liable for any labor or other related costs associated with removal or re-installation of any replaced or repaired Handrail Field Splice.

Likewise, if Customer selects to replace the Handrail Field Splice with a different product than specified in the original purchase order, Customer shall pay any and all relevant charges, if applicable.

If EHC determines a Handrail Field Splice is not defective and/or the Warranty does not apply, Customer shall pay: (i) associated costs of inspection and field repair, and/or (ii) the purchase price of the replacement handrail as well as all freight and duty costs.

Engagement of any third-party services in the causal determination process or in the negotiated settlement of any claim arising under this Warranty, must be mutually agreed, in advance, by EHC and Customer.

Customer hereby waives all other warranties, guarantees, conditions, obligations or liabilities, express or implied, arising by law or otherwise (including any implied warranty of merchantability of fitness for a particular purpose, as well as any obligation of EHC with respect to consequential damages) relating to the Handrail Field Splice and any replacement Handrail Field Splice and shall not be extended, altered or varied except by a written instruction signed by EHC and Customer.

NOTE - As used in this Warranty, the terms "Specifications" and "Handrail Field Splice" are defined as:

- a) "Specifications" defines those drawings and associated information for a Handrail agreed to by EHC and Customer
- b) "Handrail Field Splice" defines the on-site joining process for both NT and Rubber handrails for escalators, moving-walks, and inclined ramps, completed by EHC Certified Field Splice Technicians and referred to in the original purchase order accepted by EHC.