

Friedheim Machinery Care Plan Terms & Conditions

1. Definitions

For the purposes of these Terms & Conditions:

“**Friedheim**” means Friedheim International Ltd.

“**Customer**” means the organisation purchasing a Care Plan.

“**Care Plan / Careplan**” means a machinery support plan provided by Friedheim as described in these terms.

“**Machine**” means a specific item of equipment declared by the Customer and accepted by Friedheim for coverage under a Care Plan.

“**Module**” means a functional component or system of a machine where service coverage is applied separately.

“**Breakdown Callout**” means an engineer attending the Customer’s premises to diagnose or repair a machine fault.

“**Service Visit**” means a preventative maintenance inspection visit performed by a Friedheim engineer.

“**Excess**” means the callout charge payable by the Customer for each engineer attendance or service day as defined in the relevant Care Plan.

“**Working Hours**” means Monday to Friday, 08:00–18:00 excluding UK public holidays.

2. Purpose of Care Plans

Friedheim Care Plans are designed to:

- spread the cost of preventative maintenance and support
- provide reduced callout costs in the event of machine breakdown
- provide access to technical support and servicing

Care Plans **do not constitute an insurance policy or an all-inclusive repair service.**

All services are provided on a **reasonable and best-efforts basis** subject to engineer availability.

3. Care Plan Levels

Careplan Lite – £35/month

Includes:

- Tele/video technical support during Working Hours
To access video support, users will need to have WhatsApp installed.
- Maximum **3 hours support per calendar month**

- Usable with **any declared machine**
- Friedheim is not responsible for any failure to solve or fix breakdowns addressed using this service

Excludes:

- service visits
- breakdown callouts
- parts discounts

Reduced callout rate applies (£550 per day).

Unused support time **does not roll over** to the following month.

Careplan Basic – £55/month (per machine)

Includes:

- 1 service visit per year **or 2 safety inspections for guillotines**

Once one safety inspection visit has been used the maintenance service visit is considered used, and the remaining safety inspection is available for use on that same machine.

- Tele support (as per Lite plan)

Benefits:

- 5% discount on eligible spare parts
- breakdown callout excess **£500 per day**

Service Visits and Callouts can be used flexibly on any pre-registered machine in the same Tier. You will be notified if your machine is not eligible under your requested plan.

Careplan Standard – £99/month (per machine/module)

Includes:

- 1 service visit with full report **or 2 guillotine safety inspections**

Once one safety inspection visit has been used the maintenance service visit is considered used, and the remaining safety inspection is available for use on that same machine.

- 1 breakdown callout per contract year
- Tele support

Benefits:

- 10% parts discount
- Breakdown excess **£450 per day**

Service Visits and Callouts can be used flexibly on any pre-registered machine in the same Tier. You will be notified if your machine is not eligible under your requested plan.

Careplan Robust – £195/month (per machine/module)

Includes:

2 service visits per year with full reports

- **or 2 guillotine safety inspections per service visit**

Once one safety inspection visit has been used the maintenance service visit is considered used, and the remaining safety inspection is available for use on that same machine.

- 2 breakdown callouts
- Tele support

Benefits:

- 12.5% parts discount
- Breakdown excess **£400 per day**

Service Visits and Callouts can be used flexibly on any pre-registered machine in the same Tier. You will be notified if your machine is not eligible under your requested plan.

Careplan Advanced – £495/month (per machine/module)

Includes:

4 service visits per year with full reports

- **or 2 guillotine safety inspections per service visit**

Once one safety inspection visit has been used the maintenance service visit is considered used, and the remaining safety inspection is available for use on that same machine.

4 breakdown callouts

Tele support

Benefits:

- 15% parts discount
- Breakdown excess **£350 per day**

Service Visits and Callouts can be used flexibly on any pre-registered machine in the same Tier. You will be notified if your machine is not eligible under your requested plan.

4. Contract Term

All Care Plans are subject to:

- A **minimum contract period of 12 months**
- **3 months written notice** required for cancellation

Unless terminated, the agreement may continue on a rolling basis.

5. Payment Terms

Care Plans are billed:

- Monthly by debit charge or invoice.
- Rate Card prices are not inclusive of VAT, which is added at checkout stage.

Payments overdue by **30 days** may result in **service suspension**.

If payments remain outstanding after **60 days**, Friedheim may:

- Terminate the Care Plan, and
- Invoice the **remaining value of the minimum contract term**

REFUNDS

This service is not eligible for refund once the subscription has been agreed and accepted. For example, if we cannot service your machine/s, a refund will be issued. However once machine eligibility has been confirmed, and the subscription has been agreed and accepted this is no longer available. Cancellation before a service has been used may be available only at Friedheim's discretion.

6. Tele-Support

Tele-support includes remote technical advice by telephone or video call during Working Hours.

Conditions:

- Maximum **3 hours per calendar month**
- Unused time does not roll over
- Once the limit is reached, Friedheim may refuse further support or recommend a service visit

Support is provided on a fair usage basis.

Excessive or unreasonable use may result in suspension of support services.

7. Breakdown Callouts

A Breakdown Callout is considered used when:

- A customer agrees a scheduled engineer visit, and
- The visit is not cancelled at least **24 hours prior to the appointment**.

Each callout includes:

- Engineer travel
- Labour
- Up to one working day onsite

Where work requires additional days, each day is chargeable as a separate callout day at the applicable excess rate.

Where multiple engineers attend, each engineer is charged separately at the applicable excess rate

If multiple machines require work during the visit, these may be treated as separate callouts.

Early completion of work does not reduce the applicable excess charge, unless otherwise agreed at Friedheim's discretion.

8. Aborted or Failed Visits

If an engineer attends site and cannot perform work due to:

- Machine not being available
- Unsafe working conditions
- Lack of site access
- Customer delay
- Incorrect fault description which leads to additional visits or alternative/multiple engineers

The visit will be treated as a **chargeable callout at the applicable excess rate** or uses your allocated visit.

9. Preventative Service Visits

Service visits include preventative maintenance activities such as:

- Inspection
- Adjustment
- Lubrication
- Cleaning

- Functional testing
- Full Service report
- Recommended parts list

Service visits do not include repairs or replacement parts.

Labour and travel for the scheduled maintenance visit is included.

10. Spare Parts

Spare parts are not included within Care Plans.

Parts may be supplied at the applicable plan discount rate.

The following are excluded from discounts:

- Consumables
 - Papers, cards or corrugated materials.
 - Films and foils
 - Heating elements
 - Packaging materials
 - Glues
 - Polymers
 - Similar operational materials such as cleaning liquids, lubricants or inks
-

11. Machine Eligibility (Status and Condition)

Machines must be:

- Declared by the Customer
- Identified by machine type/make/model and serial number
- Accepted by Friedheim prior to Care Plan activation

If a care plan is not accepted or activated, a full refund will be issued.

Friedheim reserves the right to **refuse coverage for machines considered unsafe, obsolete, or unsuitable for service.**

12. Travel and Location

Engineer travel within **mainland United Kingdom** is included.

Additional charges may apply for:

- Northern Ireland

- Republic of Ireland
- Offshore UK islands
- Remote or difficult access locations

These charges will be communicated prior to contract agreement. If access limitations aren't disclosed before service booking, extra charges may apply. Aborted visits are charged at the full rate.

Bespoke quotes can be provided for other locations in Europe or the rest of the world.

13. Scheduling of Service Visits

Service visits are scheduled by Friedheim.

Included visits must occur within the contract year.

If a Customer:

- Refuses scheduling
- Delays service
- Or fails to provide access

Unused service visits will expire without refund.

14. Guillotine Safety Inspections

Following inspection:

- A safety report is issued
- If the machine fails inspection, a **failure notice** will be provided.
- The standard used will be **BS EN 1010-3:2004+A1:2010**
(<https://www.hse.gov.uk/printing/information.htm>)

Required repairs are not included in the Care Plan as part of the safety inspection however the user can use a callout allocation if available, otherwise tis will be chargeable at the prevailing rate.

15. Customer Responsibilities & Obligations

The Customer must:

- Provide safe access to machinery
- Ensure machines are correctly installed
- Ensure correct electrical and air supply
- Operate machinery in accordance with manufacturer guidance
- Use suitable materials and consumables

Failure to meet these requirements may result in service refusal, aborted visits or failure-to-fix and will still be charged at the full prevailing rate as determined in the Care Plan

16. Machine Modifications

Machines that have been:

- Modified by third parties
- Fitted with non-approved components
- Altered from original design

May still be serviced, however, repairs relating to such modifications may be excluded from care plan benefits or may result in service refusal, aborted visits or failure-to-fix and will still be charged at the full prevailing rate as determined in the Care Plan

17. Service Limitations

Friedheim may refuse or limit service, cut job short, or finish service incomplete where faults arise from:

- Unsafe machine condition
 - Environmental factors
 - Customer misuse
 - Improper operation
 - Hazardous site conditions
-

18. Transfer of Care Plans

If the ownership of a covered machine changes:

- The Care Plan may transfer to the new owner with Friedheim approval, or
- The plan may terminate with the remainder of the contract value due in full.

No refunds are issued where a machine is sold during the contract period.

19. Suspension of Service

Friedheim may suspend services where:

- Payments are overdue (refer to point 5. Payment Terms)
- Site conditions are unsafe

- Equipment misuse is suspected
- Customer obligations are not met.

In such instances, the customer will still be charged at the agreed rate.

20. Limitation of Liability

Friedheim shall not be liable for:

- loss of production
 - business interruption
 - loss of profits
 - indirect or consequential damages.
-

21. Force Majeure

Friedheim shall not be liable for failure to perform obligations where such failure results from events beyond reasonable control including but not limited to:

- Supply chain disruption
 - Transport delays
 - Industrial disputes
 - Extreme weather
 - Pandemics
 - Social unrest, protests, or riots
 - War or terrorism
 - Fire
 - Major chemical spillage
 - Hazardous atmosphere or environments
-

22. Eligible Machinery (Manufacturer and Model of Machinery)

To see a list of Eligible machinery, please refer to the list available on our website www.friedheim.co.uk or visit : (<http://web.friedheim.co.uk/wp-content/uploads/2026/07/Subscription-CarePlan-Machinery-Examples.pdf>)

The list is indicative only and not exhaustive. Friedheim reserves the right to decline a subscription plan agreement even if the registered or requested machine is on the list. <http://web.friedheim.co.uk/wp-content/uploads/2026/07/Subscription-CarePlan-Machines-V2.pdf>

23. Governing Law

These Terms & Conditions shall be governed by the laws of **England and Wales**.

This is version 1.3 of this document. 01/07/2026