



CARE PION

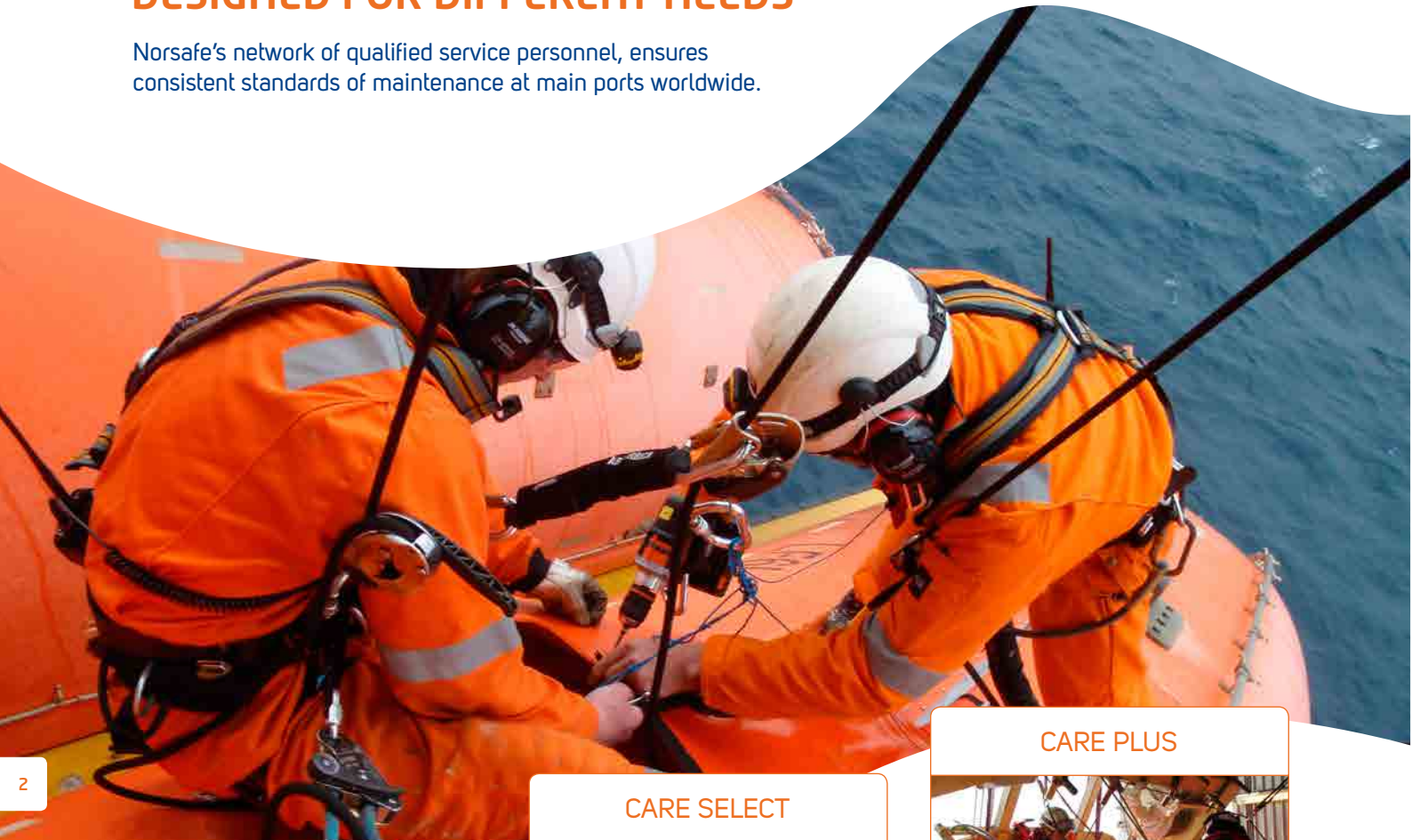
Service Agreements

Norsafe

B E T T E R B Y D E S I G N

3 SERVICE CONCEPTS DESIGNED FOR DIFFERENT NEEDS

Norsafe's network of qualified service personnel, ensures consistent standards of maintenance at main ports worldwide.



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CARE BASIC



- Priority services
- On demand services
- Fixed Price for work
- Main Port list
- 1 Comm.AC
- Prices Mon to Friday
- Technical support

CARE SELECT



- Priority services
- Proactive services
- Fixed price for work
- Fixed price for work in other ports
- Prices Mon to Sundays
- No handling fee
- Main Port list
- Discounted rates
- Discounted spares
- 1 Ops.AC
- 1 Comm.AC
- Technical support
- Access to SafeCord database
- 24-7 phone number

CARE PLUS



- Priority services
- Proactive services
- Fixed price for work
- Fixed price for work in other ports
- Prices Mon to Sundays
- No handling fee
- Main Port list
- Discounted rates
- Discounted spares
- Discounted OEM Training
- Discounted STCW training
- 1 Ops.AC
- 1 Comm.AC
- Technical support
- Access to SafeCord database
- 24-7 phone number
- Condition monitoring report
- 1 hour additional preventive maintenance training
- 1 additional visit every year

CARE for Safety -
People - Equipment

SERVICES SUITED TO YOUR NEEDS, ALLOWING FULL CONTROL OF YOUR MAINTENANCE BUDGET

Norsafe CARE Plans focus on the main areas of service management, such as safe equipment availability and predictability in your maintenance budget.

Since 1903, as the leading manufacturer and service supplier of Life Saving Appliances worldwide, we have learnt a lot from our customers about their product, service and maintenance needs.

During a study into the maintenance requirements of several of our main customers, we came to learn even more about what matters to ship owners and operators. We have used this information to develop an up to date, comprehensive and plan based service concept: **Norsafe CARE Plan.**



Planned service + safe operations & equipment availability = Predictable maintenance budget & long term cost savings!

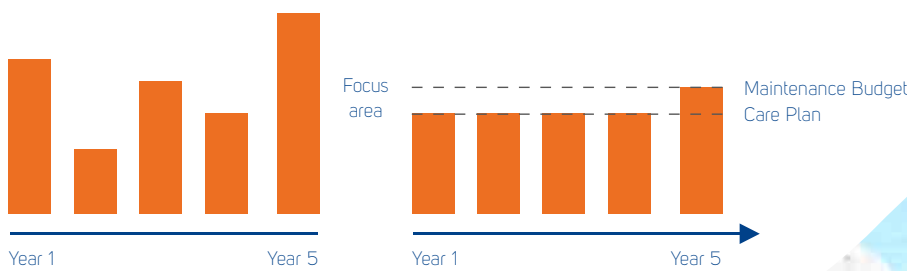
CARE Basic: Is a perfect concept for customers who seek a flexible and on-demand service solution. CARE Basic provides access to Norsafe's priority services as well as fixed prices for services in main ports worldwide when needed.

CARE Select: It provides access to Norsafe's priority services as well as fixed prices for services in main ports worldwide. Services are scheduled well ahead and at convenient times for the customer's operations.

CARE Select is a long term approach to maintenance and reduction in the variable costs of maintenance, making budgeting more predictable. Discounted rates apply for additional services, spare parts, and training throughout an agreed period.

CARE Plus: It is for those customers who seek the highest level of equipment availability and minimal operational risks. CARE Plus includes training, creating a solid base for regular onboard maintenance, focusing on improving crew competence as key factor for safe operation of the equipment.

Ad hoc services vs CARE Plan



Global presence and local support

Norsafe gives you the advantage of a worldwide organization supported by a solid network of local offices and Service Partners. By choosing for our experts around the globe, you will have local access to a global organization for all your service requirements, hook replacements, spare parts and product knowledge and expertise.

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CARE for Safety - People - Equipment