



PG LIFE LINK

INNOVATION IN POWER SAFETY

PG LifeLink Field Services Terms & Conditions

January 28, 2020

Scheduling & Cancellation

Services must be scheduled by PG LifeLink (PGL) a minimum of 20 business days in advance. Such scheduling is contingent on availability of PGL's service technicians. An expedite fee may be charged for service scheduled with less advance notice, of at least 20% of the standard fee for the service. PGL technicians are expected to work 8 hours per day with a 1-hour break for meals. Surcharges may apply if technicians are required to work more than 8 hours per day. Additional surcharges may apply for service scheduled during off-work hours (outside of 7AM - 6PM local time), on weekends, or on holidays. PGL does not guarantee that service can be provided at any given time requested. PGL is not responsible for commercial travel delays or cancellations, or other similar circumstances outside our control, affecting technician availability.

All commercial considerations (valid purchase order, credit card charge, or cash payment) must be complete before service will be performed.

Cancellation of scheduled service must be made at least 48 hours prior to the scheduled test date. A cancellation fee will be charged based on notice: with notice less than 48 hours the charge of at least \$250, and less than 24 hours the charge of at least \$500. A \$250 fee will be charged for any cancellation if service is not subsequently rescheduled.

Start-Up Inspection, Testing, & Training for New Installations

PGL testing is designed to provide assurance to engineers, contractors, regulatory authorities, and facility owners, that installations are compliant with all applicable national codes. We make no guarantee of knowledge of state or local codes. We cannot guarantee that local Authorities Having Jurisdiction will approve any installation even when it has successfully passed our testing.

Prior to the PGL technician's arrival, the system(s) to be tested must be fully installed with all receptacles installed and wired, as specified in the Health Care Facilities Code NFPA 99 article 6.3.2.6.2.1. The Start-Up Procedure, contained in a separate document, must have been completed by the installer. If a PGL technician arrives on site and the installation is found not to be ready for inspection, PGL's contractual obligations will be considered fulfilled, and no refund or credit for unused service or discount on future service orders will be considered due.

The Design & Installation Guidelines included in the submittal package contain guidance on proper installation techniques. The National Electric Code NFPA 70 2014 edition article 517 contains requirements for electric system construction materials and techniques in Health Care Facilities in general. Section 517.160 covers Isolated Power Systems in detail. The Health Care Facilities Code NFPA 99 2015 edition article 6 (with annexes) contains the corresponding design, performance, testing, maintenance, and record-keeping requirements. All PG LifeLink testing is based on these codes. Strict verification of compliance is substantiated to the greatest practical extent. PGL is not responsible for hidden installation defects that are not visible to our technicians. Installers are ultimately responsible for ensuring that their installations are compliant with all codes.

During testing all systems must be accessible to our technician, with covers opened or removed and power applied or immediately available. An electrician having familiarity with the actual installation, and access to all feeder panels and to all connections within the Isolated Power System, must be immediately available to the PGL technician at all times. All plug-and-cord equipment must be unplugged from the system. During testing it may be found that other permanently-wired equipment has been connected to the system by other vendors after electrical system completion. Typical examples of such equipment include but are not limited to surgical light systems, clocks & timers, video cameras & monitors, and boom-mounted components such as motors, brakes, and vacuum pumps. The electrician will be responsible for disconnecting any such loads at the junction between their internal wiring and the electrical system if necessary. Our technician will notify the electrician of any deficiencies found and allow for corrections to be made, within reason, subject to the *Changes In Scope* section below.

Conformance of PGL equipment with the listing requirements in UL Standard 1047 (Isolated Power Systems Equipment) is considered proof of its own compliance. PGL is not responsible for failure of installations to comply with other code-mandated performance standards. PGL will make reasonable efforts to assist responsible parties in attaining compliance.

Training for the facility owner's maintenance and clinical personnel is available and must be performed during the PGL technician's visit. Such training must be scheduled by the installation contractor, and our technician must be notified in advance of the expected number of trainees and start time and location. Alternatively, the contractor's designated personnel





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can choose to receive training and will in turn be responsible for training the facility personnel. A roster of trainees may be collected and included as part of PGL's formal inspection report. Video and audio recording of training is permitted. We can provide training materials for situations other than in-person delivery.

Annual Testing and Inspection

PGL's Annual Testing Service is designed to assure compliance with the sections of NFPA 99 covering periodic testing and record-keeping. It also provides documentation of various critical indicators of system performance that is more accurate and complete than the code requirements. Facility personnel training is available as part of any PGL service.

The facility will make a qualified representative available to the PGL technician during all testing. PGL's technicians will be made aware of the location of all equipment to be tested, and our technician will be informed of and will follow any facility-specific procedures or requirements such as infection control protocols. All service expectations will be declared in advance in the quote and purchase agreement including number of systems. The facility will ensure that all electro-medical and other equipment is disconnected from system receptacles or grants PGL's technician permission to disconnect it. PGL is not responsible for any consequences of normal power shutdown of equipment.

PG LifeLink products have a 2-year New Product Warranty pending Start-Up Inspection by a PGL technician, and subsequent operation according to all manuals and other documentation. Extension of this warranty for one additional year may be granted upon successful completion of an Annual Inspection by PGL for eligible equipment. 3rd party testing does not grant eligibility for this extension. Such testing must begin prior to expiration of the original warranty. Warranty coverage on eligible equipment may be extended each time an Annual Inspection is performed by PGL. A lapse in the annual testing may result in expiration of the warranty.

Other Services

These terms also cover other services we may provide besides Start-Up Commissioning and Annual Testing, including for example retrofitting new Line Isolation Monitors into existing panels, re-certifying systems after other renovations such as adding circuits, and general troubleshooting at customer request. The scope of such services will be defined in the Purchase Agreement process prior to scheduling service.

Changes in Scope

PGL is not responsible for changes in scope of service outside our control. Events of this kind that may result in activity outside of the Purchase Agreement scope may include but are not limited to: equipment not ready for testing, greater number of systems than are specified in the Purchase Agreement, re-testing or waiting due to improper or incomplete installation, or personnel not available for training. Extensions of on-site time, or additional visits, are subject to the scheduling conditions above, and may incur additional costs.

