

Linet AfterSales Service Audit Overview Document

This document has been compiled to provide a brief summary and overview of Linet audit services associated with product support and maintenance.

Linet offer equipment audits primarily for two principal purposes. The first is to provide our customers with detailed information for their own asset recording and management requirements establishing age and condition profiles for their particular equipment.

The second is to clearly identify specific items of equipment as a prerequisite for any maintenance contract which is essential for efficient contract management and reporting. The audit findings help to, not only identify model, asset and serial numbers of equipment but, also provide a detailed overview of the current equipment condition and to highlight any immediate or longer term remedial works required to bring equipment up to a satisfactory operational level ensuring full correct functionality and safety.

The audits Linet offer are a chargeable service that is charged on a per unit basis. As an incentive for having equipment regularly maintained on a planned preventative maintenance agreement a fair percentage of the costs of the audit will be discounted/offset against any subsequent contract, if the equipment is placed under a Linet maintenance agreement.

Audits results are produced in a clear and concise report generally supported with follow-up proposals for remedial works and maintenance contract quotation options. Any, non-urgent, remedial works identified can be included with the maintenance contracts to help spread the costs of repairs. Alternatively, separate quotes can be provided for remedial works.

The audit will identify the number of products inspected with particulars of each item of equipment the type of inspection each bed received whether that is a functional test or, visual inspection only for those items of equipment with restricted access at the time.

The audit report is detailed into three major categories with those being Red, Yellow & Green.

- **Red Category** – Equipment requiring urgent attention as in Linet UK's considered opinion these items of equipment are either, not fully functional and/or, could pose a possible safety issue. Included in this category is equipment considered beyond economical repair or considered of an age that we would recommend replacement as the equipment in question would not be compliant to latest standards.

- **Yellow Category** – These items of equipment are functional but require attention and/or parts replacement prior to them failing functionally or presenting a potential safety issue. These parts can be included under a maintenance contract as they can be fitted at the time of a scheduled service visit, thus providing a cost saving negating the need for additional visits to the equipment and minimising operational disruption.
- **Green Category** – Bedframes identified in this category are fully functional at the time of the audit and there is no requirement for any remedial actions.

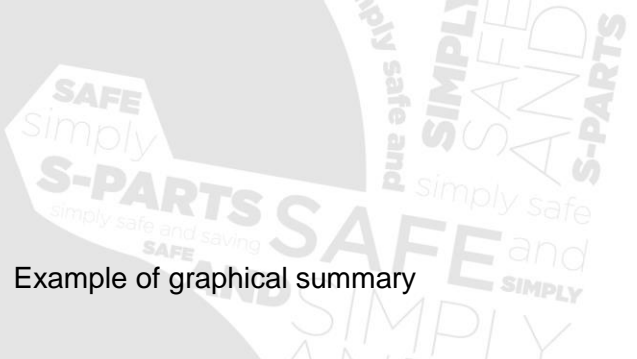
By having Linet conduct your equipment audits prior to placing equipment on any maintenance contract enables us to ensure that we are equipped with all the necessary knowledge and information to have all the respective logistics and spares provision requirements available to provide you with the high class level of service support.

Furthermore, with the utilisation of our highly skilled personnel we can quickly identify equipment that is approaching, or that has exceeded, end of life cycles, thus aiding budgetary replacement requirements and priorities. Linet can then promptly supply replacement equipment quotations promptly and efficiently.

The audit results will be accompanied by a covering letter that will support the audit documentation and summarise the actions taken to the agreed audit program. These letters are usually audit specific as reporting requirements and information capture requirements can vary for different customers.

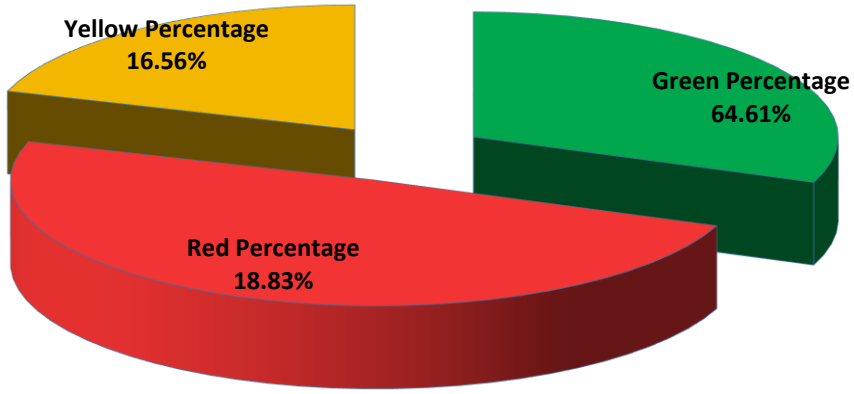
The results can be presented graphically along with a detailed report of each individual item of equipment to provide all the required information. Enclosed with this overview is an example of the type of reporting produced. (See attachment 'Audit Report Example.xls')

We trust this provides an insight into our audit capabilities. However, should you require any further information then please do not hesitate to contact your local account manager or contact our head office on 312 576 800.

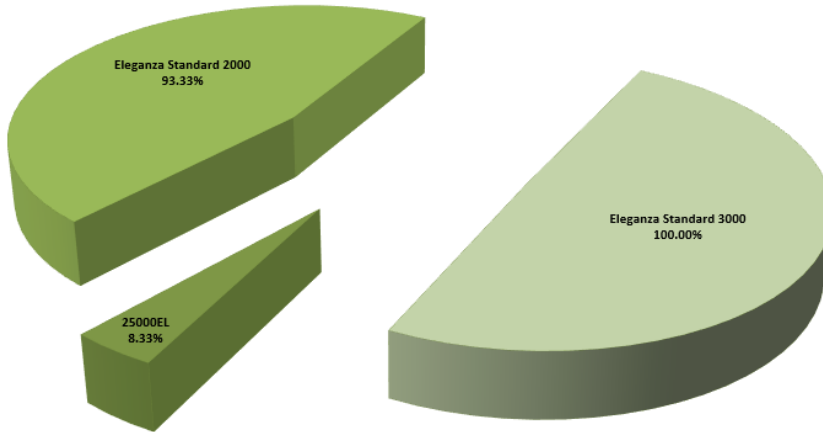


Example of graphical summary

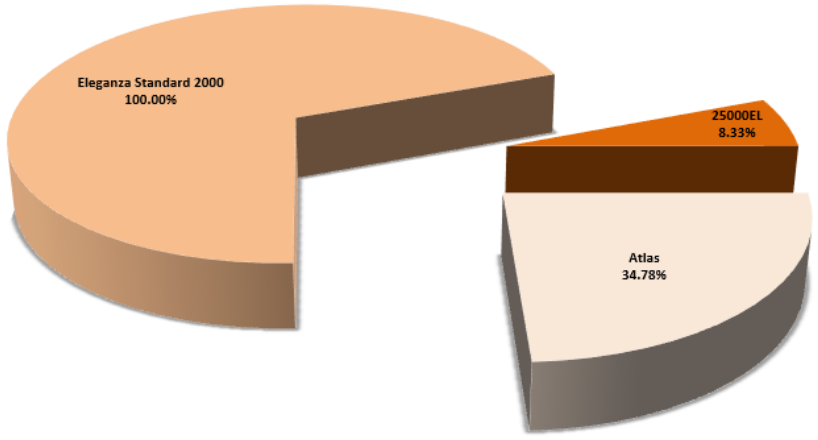
Percentage Split Across All Bedframes



Green Status



Yellow Status



Red Status

