After Sales Service and Warranty

GUARANTEE AND WARRANTIES

LifeHealthcare guarantees the offered goods against defects caused by faulty workmanship or materials in order of ranges offered under this proposal and for corresponding number of years as detailed below:

<table>
<thead>
<tr>
<th>Model</th>
<th>Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>KASIERs</td>
<td>10 YEARS</td>
</tr>
<tr>
<td>ESSENTIALS</td>
<td>3 YEARS</td>
</tr>
<tr>
<td>RUDOLF MEDICAL</td>
<td>10 YEARS</td>
</tr>
<tr>
<td>BOSS</td>
<td>10 YEARS</td>
</tr>
<tr>
<td>STILLE</td>
<td>20 YEARS</td>
</tr>
</tbody>
</table>

The warranty will commence from the date of sale for the offered products. LifeHealthcare will repair or, where irreparable, replace the same at its expense. The guarantee does not apply where any repairs or modifications are carried out other than by LifeHealthcare or an authorized agent. To the extent permitted by law, all warranties and conditions, whether expressed or implied, as to the goods and their fitness for any purpose are excluded.

AFTER SALES SUPPORT

1. Presentation Stainless SteelV2
2. Do’s and Don't's Automated
3. Kaisers Care Instructions
4. Cleaning Instructions

LifeHealthcare Territory Managers are trained to in-service both theatre and CSSD staff, to ensure that all Care and Handling of instruments is clearly understood.

While presenting the attachments 1 – 4 (detailed above) which are modified to best meet the needs of the CSSD and/or Theatre staff at each site, the Territory Managers will provide hands on training with the instrumentation.

The hands-on demonstration will cover how to inspect the instrument(s) – including a maximum functionality test and possible integrity loss which may have taken place. What to look for and where to look for the signs. The presentations attachments above clearly define possible scenarios and care and handling steps. During the training, the Territory Manager will cover the manufacturing process with a display board showing each step of a needle holder.

SERVICE AND REPAIRS

LifeHealthcare does have the facility to provide repairs for the instruments, however has a limiting capability and has a complementary relationship with DS Biomedical who are a national instrument repairer based in Western Australia.

DS Biomedical based in WA, already provides servicing to local hospitals and national groups. The current relationship between LifeHealthcare and DS Biomedical is as follows:

If a customer has an instrument which is sent to DS Biomedical for service and the instrument is deemed unrepairable, DS Biomedical then contacts LifeHealthcare advising of the request for an instrument or the customer then can contact LifeHealthcare requesting the new instrument via a Purchase Order.

This relationship works well as the customer receives the best products from LifeHealthcare and in the event of damage, DS Biomedical will do everything it can to repair the instrument to avoid the customer paying for a new instrument.