

Representative Service Responsibility Policy

Product Commissioning - Attendance

In all cases the representative who qualifies as the Point of Installation (AKA Destination) entity under the Armstrong commission/sales credit allocation policy shall perform as follows. This is not a fee based event. Representative compensation should be considered a component of the Point of Installation remuneration.

- The representative or its delegate will attend the commissioning of the Armstrong products **specifically** identified in **EXHIBIT B** of the Representative Agreement.
- The representative shall return a commissioning report (template available upon request).
- The Armstrong warranty period commences upon receipt & acceptance of the commissioning report.

Product Commissioning – Performance

In some cases, at the Point of Installation representative's discretion, they, or an appointed factory authorized delegate may perform product commissioning. This is a fee based event considered in addition to the Point of Installation remuneration and should be included in the quotation and added to the purchase order by the Point of Order/Sold To representative and paid to the Point of Installation representative.

Product Service & Technical Support

Representative will create an internal factory authorized service group or appoint a third-party factory authorized service contractor capable of performing service and repair of the Armstrong products covered by this agreement.

These are fee based events with the exception of the replacement parts which are covered under the factory warranty.