HatchTech
INCUBATION TECHNOLOGY

Manual

Repair Procedure Refurbished Parts Service

Inside the European Union

Version 1, January 1 2025

1 Repair procedure for Parts listed in the Refurbished Parts List

Please check the conditions of Refurbished Parts on Refurbished Parts Service - HatchTech and follow the steps described below:

1. Buyer will check the part with the Refurbished Parts List on the HatchTech Website Refurbished Parts Service - HatchTech and replace the part with a spare when it is listed in the Refurbished Parts List.

2. Buyer sends the defective part which needs to be repaired in accordance with Delivered Duty Paid (DDP) Incoterms® 2020 and including a packing list to:

   HatchTech B.V.
   Attn.: HatchTech Repair Department
   Innovatielaan 3
   6745 XW De Klomp
   The Netherlands

   Buyer automatically agrees with the current sales price listed in the Refurbished Parts List and accepts the actual shipping cost.
   Please be informed that missing packing lists might cause delays and mistakes in processing.

   Packing List
   Some important details to include in the Packing List are:
   - Date
   - Shipper and exporter contact information
   - Consignee contact information
   - The origin address of cargo
   - The destination address of cargo
   - Total number of packages within this shipment
   - A detailed description of each package
   - The volume and weight of each package
   - A description and quantity of the Goods of each package
   - The volume and weight of the entire shipment

3. Buyer sends the Packing List and Repair Form Refurbished Parts (*Annex A*) to repair@hatchtech.com.

4. Buyer includes a hardcopy of the Repair Form Refurbished Parts (Annex A) and the Packing List with the shipment.

5. After receiving your parts, our HatchTech Repair Department will check the Care Service Agreement and whether there is any visual damage and/or water damage.
   - If visual damage and/or water damage is applicable, the customer will receive a quotation for a new part. Your damaged part will be destroyed. If you would like to receive your defective part back, please state this clearly on the Repair Form Refurbished Parts Service. The return costs will be charged to you separately.
   - In case visual damage and/or water damage is not applicable, HatchTech will send a refurbished part back. By sending your part to HatchTech, you automatically confirm the order and agree with the

refurbished price which you can find on the HatchTech Website in the Refurbished Parts List. This means that the serial numbers will differ from the serial numbers of the parts you sent to HatchTech.

In both options, HatchTech will invoice and send Delivered At Place (DAP) Incoterms® 2020 (excluding customs charges).

6. Buyer will receive a notification via MyHatchTech (our online customer portal) as soon as the parts depart from our warehouse.

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Annex A

HatchTech
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Innovatielaan 3
6745 XW De Klomp
The Netherlands

+31 318 512 511
info@hatchtech.com
hatchtech.com

P.O. Box 256
3900 AG Veenendaal
The Netherlands

Repair Form Refurbished Parts Service

CONTACT DETAILS	
Company Name	
Street Address	
City / State / ZIP	
Email Adress	
Phone	
Contact person	

ITEM AND SOFTWARE			
ITEM NO.	DISCRIPTION	SOFTWARE VERSION / MACHINE TYPE	QTY
R-12908	Cooling Profile (U-vaporator)	N/A	
R-10037	Display print excl. PicoCOM		
R-15162	Display print incl. PicoCOM		
R-19693	Display set excl Display print (TK/SP-15162)	N/A	
R-14145(B)	Display set incl. Display print (TK/SP-15162		
R-10038(A)	LED alarm print	N/A	
R-10035	Mainprint excl. Pressure input		
R-11410	Mainprint Climate incl. Pressue input		
R-13195	Print Sprayer Control Box	N/A	
R-10036(A)	Turning Print	N/A	
R-14132(C)	Display Set		

It is not allowed to use this Service of exchanging Damaged parts for Refurbished parts without a HatchTech Care Service Advanced.

I would like to receive damaged parts back in case of non-reparable and I accept the extra shipment costs:

YES ☐ NO ☐

- The customer is responsible for the transport costs, HatchTech will ship those goods under delivery term DAP.
- Your damaged parts will be shipped separately from your repaired parts.