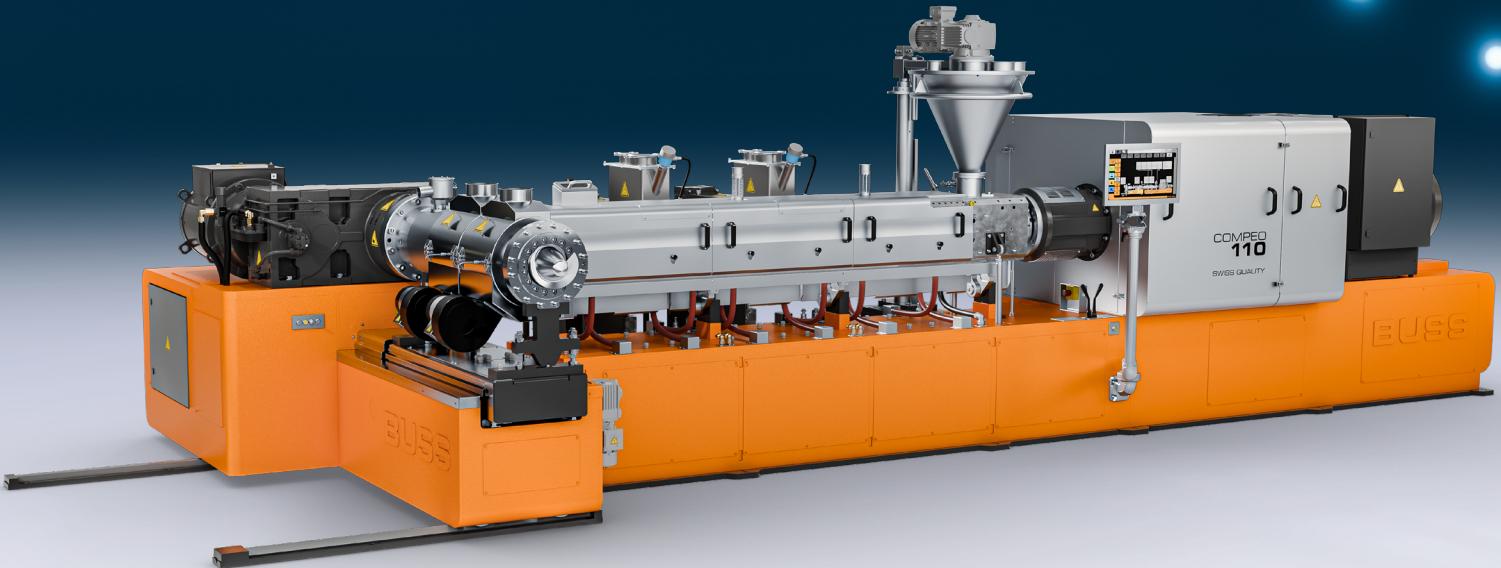


Service Level Agreements



BUSS Service Options – Tailored packages for your operations.

BUSS offers various service options and service packages. Different industries require different service levels – your choice, our performance.

BUSS Service. Our offers.

Base Service

BUSS Base Service – Quality for Everyone.

- OEM Service – over 80 years of experience. First hand service from the Original.
- Globally available via the BUSS Service Desk.
- Full transparency via the BUSS pricelist and well-defined service performance agreements.
- Only original spare parts have the optimum price/performance and guarantee reliable operations of your BUSS equipment.

Response Package

BUSS Response – Accelerated Remote Services.

- Extended Service Desk availability and quicker Service Response Times.
- Fastest possible trouble shooting and problem evaluation (optional also via AR Goggle).
- Reduced cost through inclusive-price vs single-buy options.
- Reduced administrative efforts via quick and lean remote service.

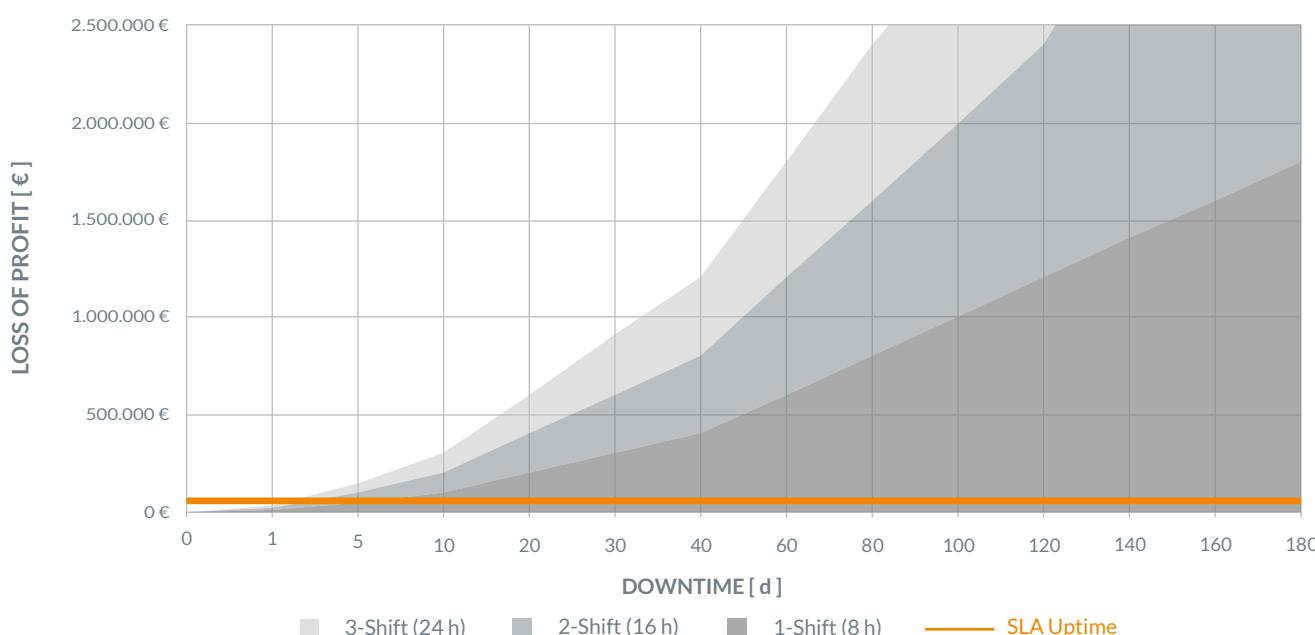
Uptime Package

BUSS Uptime – Peace of Mind for Maximum Machine Uptime.

- Maximum productivity and machine uptime via optional guaranteed stock availability for Critical Long-Lead Spare Parts.
- Quickest Field Service Engineer availability and Spare Part processing via Priority Case handling.
- Yearly health checks of your machine by our BUSS service technical experts at a desired date.

Loss of profit in the event of machine downtime

The service options Response and Uptime are tailored to minimize machine downtime risks. The Response package guarantees quickest service availability, via fast remote contact channels. The Uptime service agreement is more - BUSS can ensure to have critical long-lead spare parts available, reducing delivery times significantly. Below chart underlines the quick amortization time of the Uptime service with the optional critical long-lead spare parts insurance in the event of unplanned machine downtime.



ASSUMPTIONS – 0.5 EUR/kg profit margin, Throughput = 2,500 kg/h (e.g. COMPEO 137), no energy or labor cost considered
FACTS – SLA Price amortization (COMPEO 137) after 2 d (3-Shift), 3 d (2-Shift), 6 d (1-Shift) downtime. Assumption: new gear box with lead times > 200 d. Delivery lead time with SLA Uptime < 14 d

Service Offerings and possibilities for your BUSS Compounding Systems



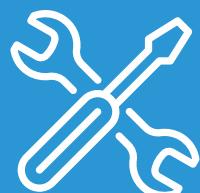
SenseHUB®

Condition Monitoring, Maintenance Planning
and Data Dashboard



Remote Support

Direct, multi-functional diagnose & support



On-site Service Support

Maintenance / Inspection
performed by our specialists



Spare Parts Service

Consulting, Shipping, Long-lead Spare Parts Insurance



Service Center Contact

servicedesk@busscorp.com / +41 61 821 00 00



SenseHUB®

Condition Monitoring, Maintenance Planning
and Data Dashboard

Service Details	SenseHUB® Service Module
IOT Dashboard Access 24/7 worldwide	Yes
Sensor Hardware & Integration	Optional*
Machine Learning / AI Integration for Anomaly Detection	Optional*
IOT Response Time	As defined in Service Contract
IOT Intervention Time	As defined in Service Contract
Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland
Minimum Term / Years	Terms on request Service Module: Free of charge

*Currently available for COMPEO

Any questions about the listed services or used abbreviations?

CHECK THE HELP SECTION!



Remote Support*

Direct, multi-functional diagnose & support

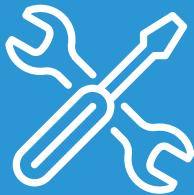
Service Details	Base Service	Response Package	Uptime Package
Base Fee*	Per Ticket	None / Included	None / Included
Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	Mo-Sun: 8:00 am - 5:00 pm CET
Service Included	30 min per Case	16 h / Year (to be used within 1 year, non-cumulative)	16 h / Year (to be used within 1 year, non-cumulative)
Service not Included	BUSS Pricelist* Applies	BUSS Pricelist* Applies	BUSS Pricelist* Applies - Reduced Rate
Remote Intervention Time**	Upon Availability	< 4 h, within Service Hours	< 4 h, within Service Hours
AR Goggle***	Optional	Optional	Optional
Minimum Term / Years	-	2 years, 3 years with CLLSP (critical long-lead Spare Parts) insurance	2 years, 3 years with CLLSP (critical long-lead Spare Parts) insurance

*Base Fee for Extra-Contractual Service, **Remote Intervention Time for 1st, 2nd and 3rd level,

***AR Goggle: One-time setup and monthly license cost

Any questions about the listed services or used abbreviations?

CHECK THE HELP SECTION!



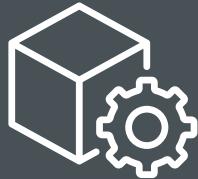
On-site Service Support

Maintenance/Inspection performed by our specialists who ensure quickest, reliable and cost-effective resolutions.

Service Details	Base Service	Response Package	Uptime Package
Execution Date	Upon Availability	Upon Availability	Preventive & Priority
Service Included	Optional: Inspection & Service Contract	Optional: Inspection & Service Contract	8 h / Year, excl. Travel Expenses
Service not Included	BUSS Pricelist* Applies	BUSS Pricelist* Applies	BUSS Pricelist* Applies - Reduced Rate
Report	Standard Service Summary	Standard Service Summary	Additional Yearly Status Certificate
On-site Intervention Time	Upon Availability	Upon Availability	< 2 Days
Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	Mo-Sun: 8:00 am - 5:00 pm CET
Minimum Term / Years	-	2 years with CLLSP (critical long-lead Spare Parts) insurance	2 years, 3 years with CLLSP (critical long-lead Spare Parts) insurance

Any questions about the listed services or used abbreviations?

CHECK THE HELP SECTION!



Spare Parts Service

Consulting, Shipping, Long-lead Spare Parts Insurance

Service Details	Base Service	Response Package	Uptime Package
Order Management & Consulting	First-in-First-out	First-in-First-out	Priority Processing
Concerned Parts	Spare Parts	Spare Parts	Spare Parts & Critical Long-Lead Spare Parts*
Critical Long-Lead Spare Parts* in Stock	Upon Availability	Optional insurance for guaranteed immediate availability	Optional insurance for guaranteed immediate availability
Delivery Options	BUSS Pricelist Applies	BUSS Pricelist Applies	Rush Order Processing in Emergency Cases Included
Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	Mo-Su: 8:00 am - 5:00 pm CET
Spare Parts Response Time	Best Effort	Best Effort	< 1h, within Service Hours
Dispatch Lead Time**	Best Effort	Best Effort	< 1 Work day, within Service Hours
Minimum Term / Years	-	2 years with CLLSP (critical long-lead Spare Parts) insurance	2 years, 3 years with CLLSP (critical long-lead Spare Parts) insurance

*optional CLLSP insurance, ** CLLSP guaranteed with optional insurance

Any questions about the listed services or used abbreviations?

CHECK THE HELP SECTION!



Service Center Contact

servicedesk@busscorp.com / +41 61 821 00 00

Service Details	Base Service	Response Package	Uptime Package
Service Hours	Mo-Fr: 8:00 am - 5:00 pm CET Exception: Local holidays Switzerland	24 / 7 Globally / Any day	24 / 7 Globally / Any day
Service Response Time	< 24 h, within Service Hours	< 1 h, within Service Hours	< 1 h, within Service Hours
Service Support	1 st Level	1 st Level	1 st Level
Minimum Term / Years	-	2 years	2 years

Any questions about the listed services or used abbreviations?

CHECK THE HELP SECTION!

Definitions & Terminology.

Get me back to:

1st Level	The 1 st level support is the to go BUSS contact for initial service requests. The BUSS Service center operates globally within specified service hours. Any service case is documented by the 1 st level staff by opening a ticket with assigned case number for any follow-up action and traceability.
2nd Level	The 2 nd level support is the next service level if requests cannot be solved appropriately by the 1 st level support. BUSS has a 2 nd level service organisation, being available within the specified response and intervention times. The 2 nd level support resolves machine operation problems, with the target to allow for fastest resumption of machine operations.
3rd Level	The 3 rd level support is a specialist staff team. BUSS will bring in the 3 rd level specialist support arbitrarily as needed.
Base Fee	The Base Fee per Ticket falls due for additional immediate service support after 30 min of Remote Service. BUSS reserves the right to decide whether such service can be offered.
BUSS Pricelist	Refers to actual BUSS pricelist for various services, based on service region.
Critical Long-Lead Spare Parts	Defined set of BUSS-approved Spare Parts (SP) by machine type listed in the service agreement.
Delivery Options	BUSS offers the following delivery options: Standard, Express, Emergency. Details are summarized in the separate table below. Shipping costs for any delivery will be charged to the customer.
Emergency Cases	Refers to cases where the continuous production at the customer has stopped due to missing Spare Parts (SP).
On-site Intervention Time	The On-site Intervention Time is the time between the non-successful Remote Service intervention and the dispatch of a qualified 2 nd level service specialist. An on-site service requires the approval of the customer in written form.
Remote Intervention Time	The Remote Intervention Time is the time between the end of the Remote Response Time and the beginning of the initial remote contact for service support.
Remote Response Time	The Remote Response Time is the time between the service request reception via SenseHUB®, +41 61 821 00 00 or via email to servicedesk@busscorp.com and the confirmation of the reception via ticket creation.
Remote Services	Any BUSS Service which is not an On-Site Service is remote. Remote Services include support via phone and internet-based contact options, i.e. via computers, mobile devices, AR goggles, all BUSS Service Desk supports, backoffice support and others.
Spare Parts	BUSS-approved Spare Parts are all equipment parts which do not fall under Critical Long-Lead Spare Parts.
Spare Parts Dispatch Time	The Spare Parts Dispatch Time is the time between the incoming order and the handover of the respective parts to the carrier.
Spare Parts Response Time	The Spare Parts Response Time is the time between the incoming order request and the submittal of a quote or consulting offer.



Definitions & Terminology.

Get me back to:

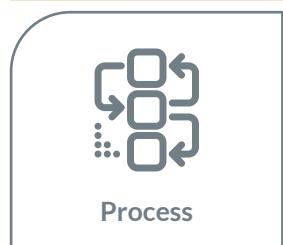
BUSS Uptime.

Guaranteed steps to minimize downtime	Remote Service	On-site Service	Spare Parts Service
Response Time	< 1 h	-	< 1 h
Intervention Time	< 4 h	< 2 Days	< 1 Work day (with critical long-lead spare parts insurance)

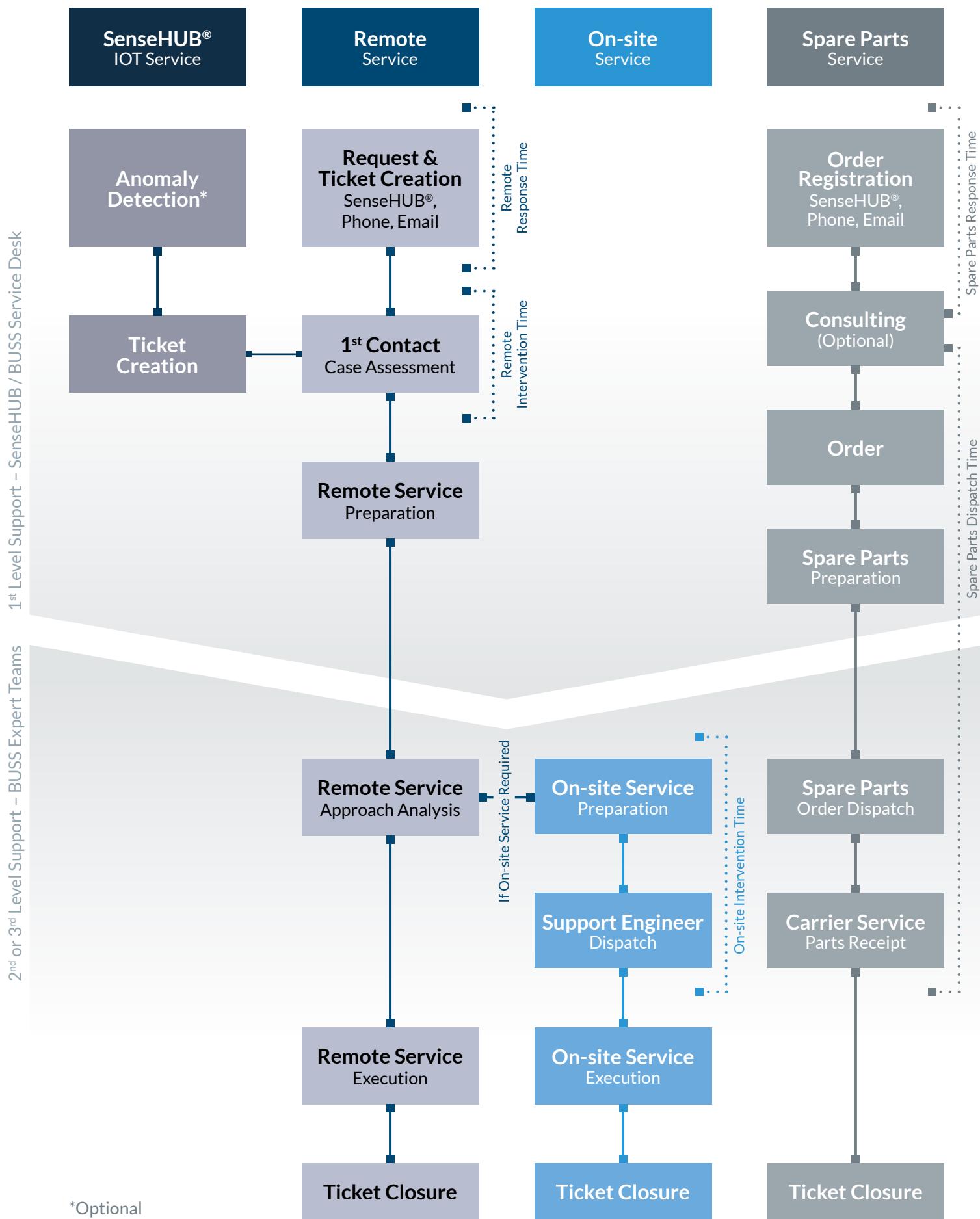


Delivery Options.

Cases	Delivery Time	Internal Processing	Shipping
Standard	Standard	Standard	Standard by carrier (Truck/Air/Ship)
Express	Prioritized, faster delivery	Rush order	Express by carrier (Truck/Air)
Emergency	Prioritized, emergency manufacturing, fastest delivery	Rush order	Extra tour (EU) or Express (Global) by carrier (Truck/Air)



BUSS Service Process.





SenseHUB®

IOT Dashboard & Condition monitoring

Smart service.
Live insights.
More uptime.



SenseHUB®. Connectivity and smart service platform.

With SenseHUB®, BUSS adds a digital dimension to its service. The platform combines condition monitoring*, predictive maintenance*, and integrated service workflows into one intuitive dashboard. For our customers, this means greater transparency, smarter decisions, and maximum availability of your BUSS Co-Kneaders.

SenseHUB® isn't just another monitoring tool. It's a platform that lets you stay in control – not just informed. Built by engineers, for engineers. Ready for today's demands and tomorrow's expectations.

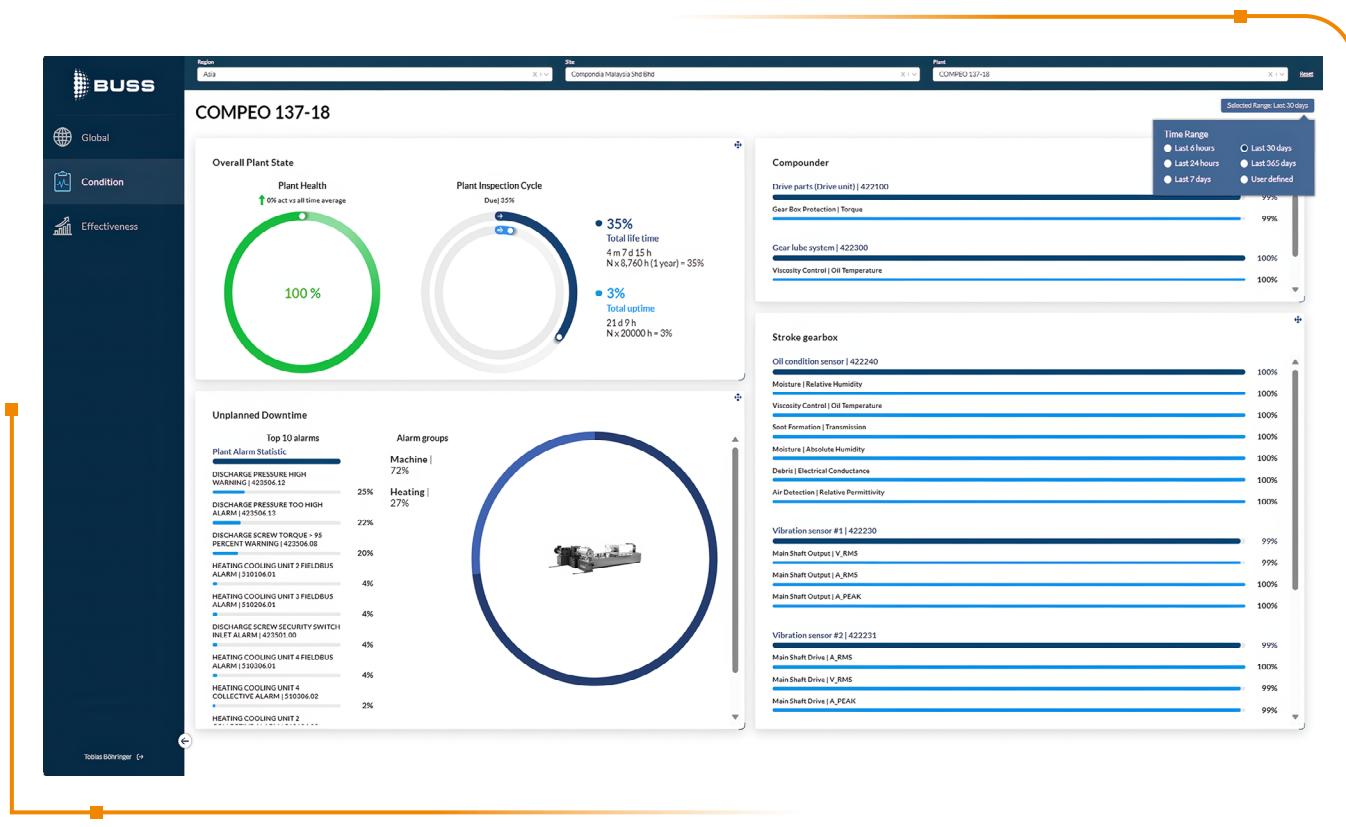
*currently available for Compeo

BUSS SenseHUB®.

More than a monitoring tool.

- ✓ **Live condition monitoring & health score**
Monitor vibration, torque, oil quality and more in real time.
- ✓ **Predictive maintenance***
Detect wear patterns and anomalies early to prevent costly unplanned stops.
- ✓ **Integrated ticketing**
Open and track service requests directly in the dashboard. Secure, GDPR-compliant, and fully documented.

- ✓ **Global access**
Whether on site or remote, all information is accessible at any time with a single login.
- ✓ **Modular & retrofit-ready**
Available for new COMPEO systems and as an upgrade for many existing BUSS Co-Kneaders.

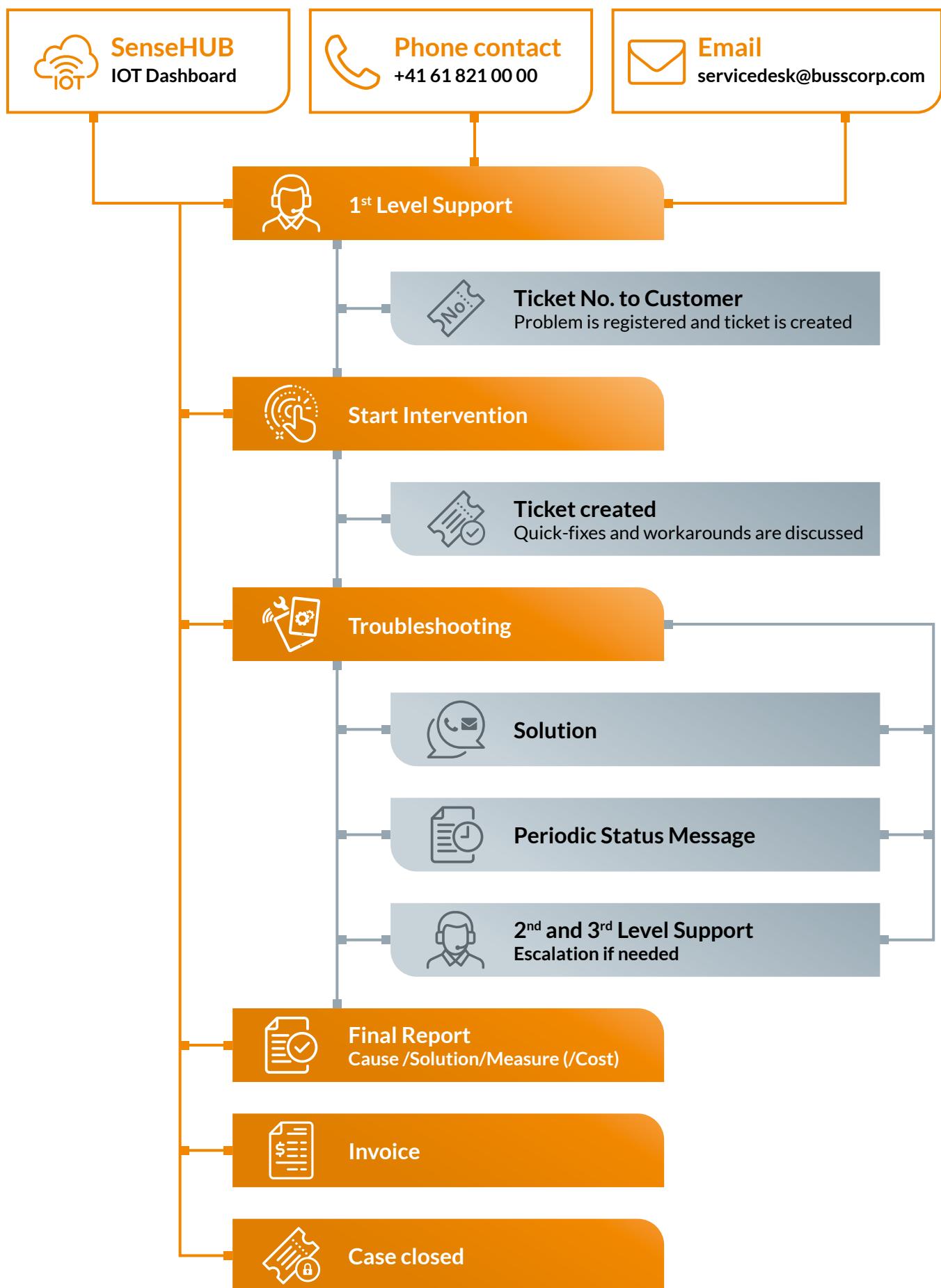


Turning live data into uptime.

SenseHUB® is more than a monitoring tool – it is the link between your production, your service processes, and BUSS expertise. By combining live insights with direct access to support, SenseHUB® helps you reduce downtime, optimize maintenance, and run your compounding operations with greater confidence and efficiency.

*available on request

BUSS Service Desk.



BUSS Service. Customer Benefits.



Startup Service

Operate your equipment quickly at its full potential

- ✓ High system availability
- ✓ Reinforced training of your staff to ensure optimal system utilization
- ✓ Minimal installation and start-up time / cost



Utilization

Maximize your output and quality through training and consulting

- ✓ Improving product quality and throughput
- ✓ Ongoing training of your staff to ensure optimal system utilization
- ✓ Optimized production strategies for different formulations



Machine Inspection

Consulting, Overhaul or Replacement

- ✓ Longer system service life
- ✓ Reduce risk of unplanned downtime
- ✓ Service support as well as supply of Spare Parts and components over the machine life



Modernization

Upgrading Performance

- ✓ Increase the service life and performance of your equipment
- ✓ Reduce costs through increased efficiency and reduced need for maintenance



"In the after-sales service we work hand in hand with our customers – and thus guarantee unbeatable production availability as a characteristic, 'BUSS added value'."

Dr. Philip Nising
Chief Executive Officer

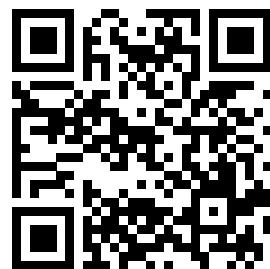
BUSS.

Excellence in Compounding.

BUSS is 80 years of knowledge, innovative strength and experience in the development of compounding systems. It all stems from our highly experienced employees, who bring maximum quality and professionalism to all our services. BUSS' core competence is customer- and product-specific solutions of processing tasks. Always analogous to the high demands on process technology and product quality as well as the constantly increasing technological market needs. The performance strength and investment security in our systems can be summarized in two words: Swiss quality. All of this makes us a leading supplier of high-quality compounding technology.

Get in touch with us.

Scan the QR to contact us.



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 **BUSS**
excellence in compounding