

**To: ISLAMIC REPUBLIC OF IRAN
MINISTRY OF HEALTH
Treatment assumes & MEDICAL EDUCATION
Medical Equipment Department
TEHRAN-IRAN**

Letter of commitment

- ۱- This company confirms the technical and professional liability and capability of the representative company in the fields of technical support, installation, startup training, testing for acceptance and calibration and operation of equipment and after sales services.
- ۲- This company accepts the responsibility regarding all after sales services and support of the equipment, equipment related consumable and semi-consumable accessories for the machines sold to Iran for duration of at least ۱۰ years after installation.
- ۳- This company undertakes to follow all regulations and obligations specified by CE , FDA Procedure and other competent authorities and regarding the post market phase for medical equipment sold to IRAN.
- ۴- This company Guarantees the machines sold to Iran at least for ۱ year from the date of installation.

Note: It is necessary to mention that in special cases, depending upon the type of product, it is possible to extend this duration upon agreement.

- ۵- In case of transferring our representation in IRAN, this company undertakes to inform the Department of Medical Equipment of the Ministry of Health, immediately and in the form of written documentation, and take the necessary actions towards continuously supporting the previously sold

When it comes to termination of current authorization contract or changing representation, the new representative company which has been appointed by the company shall enjoy the capability in providing after sales services in conformity with products under representation (and in accordance with number of sold products manufactured in Iran until its termination time or changing of current representation). Otherwise Iran Ministry of Health and Medical Education and Treatment assumes its right to prevent new representation activity or registry in IRAN.

Note: Definition of after sales services (corresponding to Medical Equipment by – law, Article ۳۲) is hereby attached.

- ۶- At the time of termination of authorization Contract or its change, equipment or spare parts (whose production date is not exceeded more than five years) and consumable items holding authentic expiration date (At least ۴۰% is remained from the production date up to its expiration date) available in former representative Company's stock which were sold according to the previous price to former representatives which shall be taken back or Compensate damages and losses inflicted upon former representative about the mentioned products.

- ۷- All Current representative obligations and offering after sales services of sold equipment will be rested with manufacturing company or new representative if the representation changes.

Medical Equipment By- law, Article ۳۲:

After sale services consist to a set of measures and engagements undertaken by local or foreign producer (or his/her legal representative), after selling medical equipment, and in order to attain desired performance and respecting safety principles, during the engagement duration

Note- The expected measures include installation, operating, acceptance test performance, Training, guarantee, spare part supply, partial fixing and over hall, calibration, improvement and upgrade, product tracing, client request satisfying, modification measures performance and product recall.