

- We will meet with the yard and yourself, if you request, prior to the vessel docking to discuss the project and agree contact times with yourself or your representative.
- We will give you contact telephone numbers of local personnel.
- We will attend the indock inspection and offer advice and recommendations to you and the yard.
- We will submit a drydock specification to you for signed approval as soon as possible after the indocking survey.
- We will make every effort to ensure that the paint arrives in a timely manner.
- We will be present at agreed yard inspections and will, when considered safe to do so, also monitor the following:
 - climatic conditions
 - surface preparation standards
 - coating sequence and application
- We will advise you if paint consumption is likely to be significantly in excess of that estimated.
- If we discover any deviation from the specification we will advise you promptly unless rectified.
- We will supply you with technical information about the products as requested.
- At your request we will be present at the final inspection with you or your appointed representative on completion of the coating application to offer advice for future dockings and on board maintenance if necessary.
- We will produce a final receipt for signature detailing paint volumes consumed within 48 hours of completion of all coating work.
- We will compile a Dataplan report of the docking which will be forwarded to you after completion of all coating work.
- We will provide you with a questionnaire to allow you the opportunity to assess our performance.

Our Technical Service Representatives will take all reasonable care when giving advice and preparing reports. The role of the Technical Service Representative is advisory only; it is not our responsibility to supervise surface preparation and coatings application and the shipyard/applicator/contractor remains fully responsible for these activities and their quality control.