

For Your Success!
KSB Training 2023



Participants from the most diverse of industries have benefitted from KSB experts' know-how for more than 20 years.



Overview

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| GS Training series "Centrifugal pumps and system engineering" | 7 |
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KSB training events – Qualification with practical relevance

Application-specific pump and system knowledge

In our Academy, KSB experts impart application-specific, practice-oriented know-how about pumps, valves and service and provide insights into automation technology and system engineering.

In our training sessions of the GS series you can gain and deepen your basic specialist knowledge on how centrifugal pumps work.

Additionally, the IS and ES training series offer in-depth training for specific practical knowledge in industry, water, waste water and energy applications.

If your training needs go beyond the training we offer, please talk to us about it. We would be pleased to prepare an individual training offer for you tailored to the conditions of your plant.

Make use of KSB's comprehensive know-how and see our training programme as an opportunity for your success.

To register for the training you require, use the form sheet at page 22 and send it to academy-frankenthal@ksb.com.

Your KSB SupremeServAcademy



Keeping a cool head – with KSB pumps in the Abu Dhabi district cooling plant

Training Series GS

Centrifugal pumps and system engineering

Our training series on “Centrifugal pumps and system engineering” offers you the opportunity to deepen your basic knowledge of how centrifugal pumps work.

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District cooling plant Abu Dhabi, UAE: The capacity of the Abu Dhabi cooling plant exceeds 158,000 kW, which is maintained by ten Omega, nine RDLO, three Etanorm and two Movitec pumps, among others. Customer service is also ensured, with KSB Service LLC in Abu Dhabi providing the following services: spare parts, repair and maintenance of pumps and valves of all makes in industrial applications and in the water and waste water industry.

GS01

Selecting centrifugal pumps, operating pumping stations

Training objectives: You will know how centrifugal pumps work (especially for fluids without solids content) and be able to make an optimum selection. You will be able to safely assess the operating behaviour in systems and be aware of the types of operating limits. You will know the measurement methods used to determine flow characteristics and how to prevent measurement errors.

Participants: Engineers, technicians and foremen in planning, system engineering, operation and service. The participants should be familiar with working with diagrams and technical/scientific calculators.

Contents

- Reliable operation of pumping stations, selecting centrifugal pumps
- Physical processes in centrifugal pumps, pump characteristic curves
- Flow rate, head, NPSH, shaft power and drive rating
Specific speed, impeller types, forces
- Determining a suitable pump size, operating limits
- Cavitation and its effects
- Design details, main components of centrifugal pumps
Single-stage and multistage pumps
- Pump types, installation location, installation
- Parallel and series operation of centrifugal pumps
- Determining system characteristic curves
- Interaction of pump and system
- Measuring relevant operating data of pumps in systems
Standards for acceptance measurements
- Practical examples
- Factory tour

In brief

| | |
|---------------|--|
| Date | 27 February – 01 March 2023 (German) 26 June – 28 June 2023 (German) 11 September – 13 September 2023 (English) 27 November – 29 November 2023 (German) |
| Start /end | 1st day 9:00 AM, 3rd day approx 5:00 PM |
| Place | 67227 Frankenthal |
| Costs | € 1290.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |
| Accommodation | We have reserved some rooms from the evening before the training in the Hotel Central (+49 6233 8780). If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training. |

GS03

Shaft seals in centrifugal pumps

Training objectives: You will gain a well-founded knowledge of shaft seals (and their limits) in centrifugal pumps. This enables you to professionally handle these sealing techniques.

Participants: Operation and maintenance staff in systems with centrifugal pumps.

Contents

- Sealing rotating shafts of centrifugal pumps with gland packings and single mechanical seals
- Design details of these shaft seals
- Interaction between pump and mechanical seal
- Fields of applications, application limits
- Practical examples: installation, operation and maintenance
- Damage (examples of damaged parts) and causes of damage

In brief

| | |
|---------------|---|
| Date | 30 March 2023 (German) 28 September 2023 (German) 30 November 2023 (English) |
| Start /end | 9:00 AM, approx 5:00 PM |
| Place | 91257 Pegnitz |
| Costs | € 650.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |
| Accommodation | For the training in March: We have reserved some rooms from the evening before the training in the Hotel Veldensteiner Forst (+49 9244 981111). |

For the training in September and November:
We have reserved some rooms from the evening before the training in the Hotel Schwan (+49 9243 9810).

If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training.

GS04

Vibrations and noise in pumps and systems

Training objectives: You will gain basic knowledge about vibrations and noise in pumps and systems. This enables you to recognise potential faults or operating statuses and take remedial action in time.

Participants: Engineers, technicians and foremen in planning, system engineering, operation and service.

Contents

- Vibrations at centrifugal pumps, recording and evaluating
- Measurands, measurement procedures, implementation, evaluation criteria
- Examples; condition-oriented machinery maintenance
- Technical acoustics: basics, terms and definitions, characteristic values, sound measurement, evaluating measurement results, applicable regulations
- Machinery noises; causes of noise in pumps, electric motors, valves, piping
- Noise reduction: primary and secondary measures
- Vibration isolation
- Practical presentations and tour of the acoustics laboratory

In brief

| | |
|---------------|--|
| Date | 25 April 2023 (German) 10 October 2023 (English) |
| Start /end | 8:30 AM, approx 5:00 PM |
| Place | 67227 Frankenthal |
| Costs | € 650.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |
| Accommodation | We have reserved some rooms from the evening before the training in the Hotel Central (+49 6233 8780). If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training. |

GS05

Materials and corrosion

Training objectives: You will gain comprehensive knowledge on the optimised selection of materials depending on each specific case. When planning, selecting and operating pumps you will be able to confidently select the right material based on requirements and costs.

Participants: Engineers, technicians and foremen in planning, system engineering, operation and service with basic knowledge in materials engineering.

Contents

- Metallic and non-metallic materials at KSB
- Hydroabrasion, erosion, cavitation
- Welding
- Mechanical-technological properties, inspection/test methods
- Types of corrosion
- Hydrochemistry; types of treatment, additives
- Fluids handled / selection criteria for materials
- Tour of the laboratory

In brief

| | |
|------------|--|
| Date | On request |
| Start /end | 8:30 AM, approx 5:00 PM |
| Place | 91257 Pegnitz |
| Costs | € 650.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |

GS06

Energy efficiency in hydraulic systems – Interaction of pumps, valves and piping

Training objectives: You will gain technical knowledge of the interaction between pumps, valves and piping and their interdependence and influences on one another

Participants: Engineers, technicians and foremen in planning, system engineering, operation and service with well-founded theoretical basic knowledge.

Contents

- Hydraulic systems and their tasks
- Different types of systems
- Hydraulic grade lines as a tool for illustrating the processes in hydraulic systems
- Main components of hydraulic systems, their characteristics and their characteristic properties
- Determining the required heads: geodetic head differences, dynamic losses in the lines, station losses
- Design of resistance lines
- Parallel operation diagrams and hydraulic grade lines as tools for project planning (recognising and preventing weak points in the system in the planning phase)
- Analysis – What tools can I use for an optimum analysis of my system?
- Selection – How can optimum selection save me energy costs and increase the service life of pumps and valves?
- High-efficiency pumps and valves – What measures can be taken in your systems to achieve an optimum pump and valve performance?
- High-efficiency drives – A new opportunity to save energy by using synchronous motors in part load operation
- Demand-driven operation – What is demand-driven operation?
- Practical examples

In brief

| | |
|------------|--|
| Date | On request |
| Start /end | 1st day 8:30 AM / 2nd day approx. 5:00 PM |
| Place | 67227 Frankenthal |
| Costs | € 1.050.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |



Training events tailored to your requirements.



Clear water for the Baltic Sea: Europe's deepest waste water pumping station

Training Series IS

Pumps in industry, water and waste water engineering

Our training series “Pumps in industry, water and waste water engineering” offers you know-how on the optimum use, selection, hydraulic system, seals, commissioning, servicing, installation and dismantling of pumps in industry, process engineering or waste water treatment plants.

| | | |
|-------------|--|----|
| IS01 | Operation of pumps for water and waste water transport | 14 |
| IS02 | Pumps for industry and process engineering | 14 |



Waste water pumping station St. Petersburg, Russia: With 19 Amarex KRT pumps including control systems and frequency inverters KSB contributes to the continuous treatment of up to 98 % of today's waste water from the multi-million metropolis at the Baltic Sea.

IS01

Operation of pumps for water and waste water transport

Training objectives: You can safely operate pumps for water and waste water transport. Recognize damage and causes of damage. Derive and organize maintenance work.

Participants: Technically oriented personnel, operators, users of water and waste water facilities

Contents

- Basics of centrifugal pump hydraulic systems
- Operating behavior of centrifugal pumps
- Constructional design of centrifugal pumps and possible installation types
- Maintenance instructions
- Pump damage and preventive measures
- Illustration of the theoretical basics with practical examples
- Practice-oriented group work on the basis of your example
- Possible practical exercise (measurement at pumps, pressure testing of GLRD etc.)
- Tour of a waste water treatment plant
- Guided tour of the plant

In brief

| | |
|---------------|--|
| Date | 18 April – 21 April 2023 (German) 27 June – 30 June 2023 (German) 05 September – 08 September 2023 (German) 07 November – 10 November 2023 (English) |
| Start /end | 1st day 10:00 AM 4th day approx. 3:30 PM |
| Place | 06110 Halle |
| Costs | € 1490.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |
| Accommodation | We have reserved some rooms from the evening before the training at the hotel Dorint Charlottenhof (+49 345 2923-0). If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training. |

IS02

Pumps for industry and process engineering

Training objectives: You will be able to operate pumps for process engineering. You will also have gained some knowledge on hydraulic systems, seals and typical damage.

Participants: Pump mechanics and foremen in the chemical industry and process engineering.

Contents

- Basics of centrifugal pump hydraulic systems
- Behaviour of centrifugal pumps
- Design details of centrifugal pumps
- Pump damage and preventive measures
- Commissioning and maintenance
- Practical examples

In brief

| | |
|---------------|--|
| Date | 06 March – 09 March 2023 (German) 12 June – 15 June 2023 (German) 19 June – 22 June 2023 (English) 04 September – 07 September 2023 (German) |
| Start /end | 1st day 9:00 AM 4th day approx. 12:00 PM |
| Place | 67227 Frankenthal |
| Costs | € 1350.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |
| Accommodation | We have reserved some rooms from the evening before the training in the Hotel Central (+49 6233 8780). If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training. |



Beyond providing you with innovative products, KSB also works with you to ensure optimum product use in your systems.



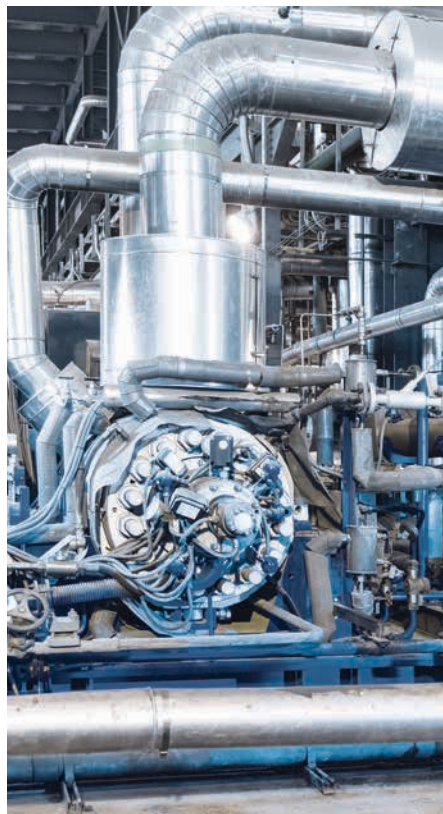
KSB in Egypt: Energy supply on the Nile

Training Series ES

Pumps and valves in energy applications

Our training series “Pumps and valves in energy applications” offers you know-how of the hydraulic interactions, design details and materials in power stations. Hands-on technicians working in the service or workshop can deepen their knowledge of centrifugal pump installation and hydraulic interactions.

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| ES01 | Process and plant engineering in nuclear power plant | 18 |
| ES02 | Process and systems in fossil-fuelled power stations | 18 |
| ES04 | Valves for power station applications | 19 |



El Tebbin steam turbine power plant, Egypt: Equipping the power station required an internationally coordinated effort involving several KSB locations: four condensate pumps came from India and four cooling water pumps were supplied from Germany. Two of these pumps run the closed cooling circuits of the respective power plant units, while the remaining two are operated from the control room as and when required. KSB also supplied six boiler feed pumps from Germany.

ES01

Process and plant engineering in nuclear power plant

Training objectives: You will have deepened your know-how of hydraulic interactions, design details and materials for pumps in nuclear power stations.

Participants: Engineers and technicians from consultant agencies, approval organisations and nuclear power station operators.

Contents

- Hydraulic basics of centrifugal pumps
- Reactor coolant pumps for pressurised water reactors
- Reactor-internal recirculation pumps for boiling water reactors
- Shaft seals in primary recirculation pumps
- Pumps in auxiliary and safety circuits
- Reactor feed pumps and condensate pumps
- Cooling water pumps
- Design details and issues in centrifugal pump engineering
- Service range and after-sales service for nuclear power station pumps
- Vibrations at centrifugal pumps
- Tour of a seal workshop, production site and acoustics laboratory

In brief

| | |
|------------|--|
| Date | On request |
| Start /end | 1st day 9:00 AM 4th day approx. 1:00 PM |
| Place | 67227 Frankenthal |
| Costs | € 1480.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |

ES02

Process and plant engineering in fossil-fuelled power stations

Training objectives You will have deepened your know-how of hydraulic interactions, design details and materials for pumps in fossil-fuelled power stations.

Participants Ingenieure Engineers and technicians in planning, system engineering and operation.

Contents

- Hydraulic basics
- Design details of pumps in power stations
- Boiler feed pumps
- Boiler recirculation pumps
- Main and auxiliary condensate pumps
- Cooling water pumps
- Shaft seals
- Vibrations at centrifugal pumps
- Dismantling and reassembly of pumps

In brief

| | |
|---------------|--|
| Date | 07 March – 10 March 2023 (German) 04 July – 07 July 2023 (English) |
| Start /end | 1st day 9:00 AM 4th day approx. 3:00 PM |
| Place | 67227 Frankenthal |
| Costs | € 1570.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. +49 6233 86-1606 |
| Accommodation | We have reserved some rooms from the evening before the training in the Hotel Central (+49 6233 8780). If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training. |

ES04

Valves for power station applications

Training objectives: You will have comprehensively extended your valve know-how and be able to find even better economic solutions for special requirements.

Participants: Engineers, technicians and operating personnel in fossil-fuelled power stations.

Contents

- Introduction to valve engineering: types, features and functions, applications, selection
- High-pressure globe valves, high-pressure gate valves, butterfly valves, swing check valves, diaphragm valves, special valves: assemblies, components, shut-off and sealing to atmosphere, valves for high temperatures with new materials, body pressure relief valves, hard-facing, selection, materials, coating, lining
- Production and weld joint techniques
- European Pressure Equipment Directives and their significance for valve manufacturers
- Damage and preventive measures
- Service, maintenance inspection

In brief

| | |
|---------------|--|
| Date | 21 March – 23 March 2023 (German) 23 May – 25 May 2023 (German) 17 October – 19 October 2023 (English) |
| Start /end | 1st day 9:00 AM 3rd day approx. 1:00 PM |
| Place | 91257 Pegnitz |
| Costs | € 1450.00 plus VAT (without accommodation costs) |
| Contact | academy-frankenthal@ksb.com Tel. Tel. +49 6233 86-1606 |
| Accommodation | We have reserved some rooms from the evening before the training in the Hotel Veldensteiner Forst (+49 9244 981111). If you would like to make a binding reservation for any of those rooms, please contact the hotel no later than four weeks before the start of the training. |

Overview of hotels

Information on some accommodation options is provided on each training page. However, you are most welcome to choose a different hotel.

Frankenthal

Hotel Central

Karolinenstr. 6

67227 Frankenthal

Phone: +49 6233 878-0

www.hotel-central.de

Pegnitz

Veldensteiner Forst

Bernheck 38

91287 Pegnitz - Plech

Phone: +49 9244 981111

www.veldensteiner-forst.de

Ratsstube

Hauptstr. 43

91257 Pegnitz

Tel. +49 9241 809084

www.ratsstube-pegnitz.de

Halle

Dorint Charlottenhof Halle

Dorotheenstr. 12

06108 Halle

Phone: +49 345 2923-0

www.dorint.com

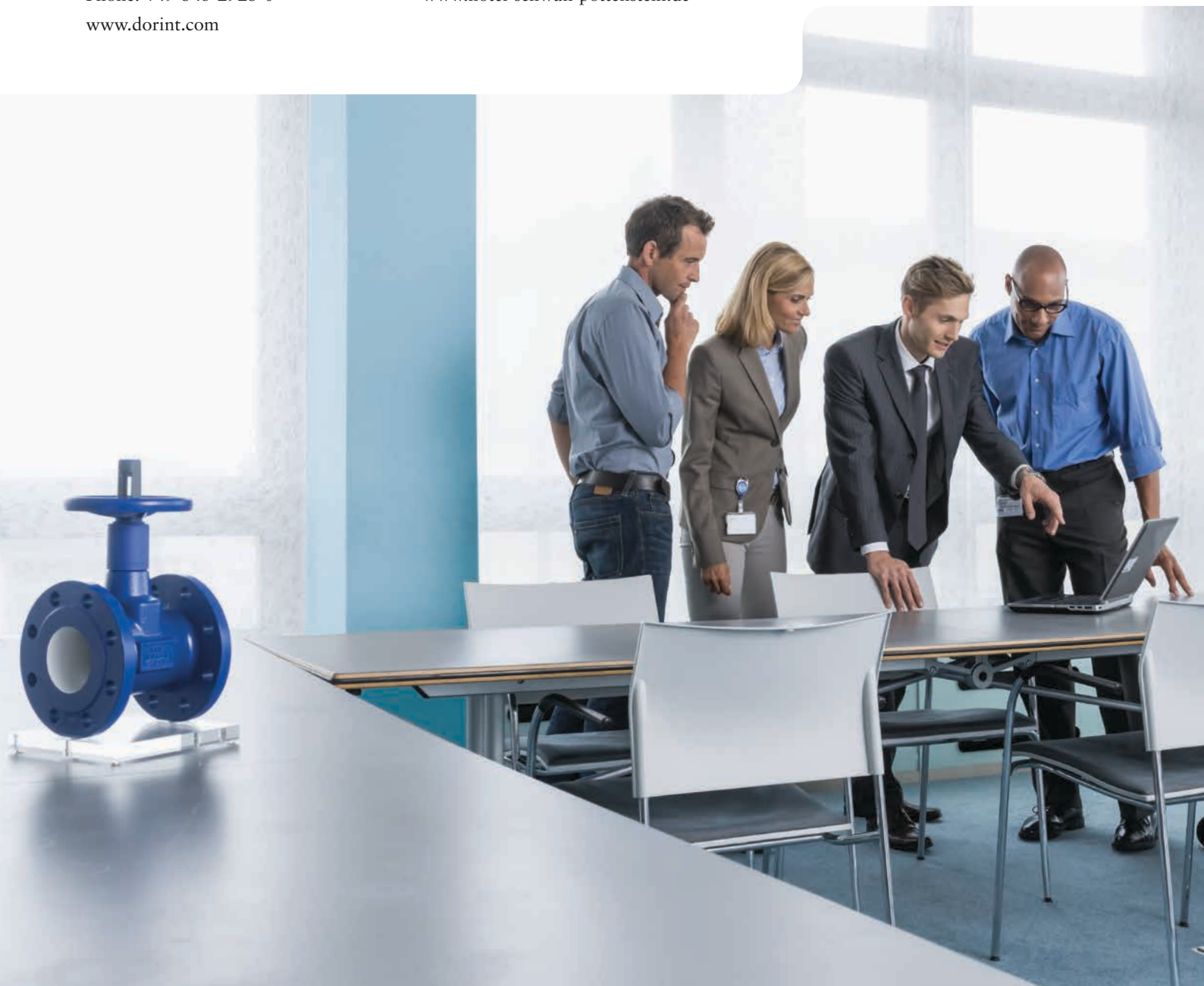
Hotel Schwan

Am Kurzentrum 6

91278 Pottenstein

Phone: +49 9243 981-0

www.hotel-schwan-pottenstein.de



Terms and Conditions

1 KSB SupremeServ Academy (hereinafter referred to as the „ACADEMY“)
means KSB Service GmbH, Frankenthal, Germany.

2 Events

include all congresses, conferences, seminars and training courses that are offered, regardless of whether they are held as in-person or online events, as well as all other offers, e.g. in-house, e-learning, etc.

3 Online offers

include all events that are offered electronically, in whole or in part, especially those that are Internet-based.

II General Provisions

1 Contracting parties

a. The services offered by the ACADEMY are aimed exclusively at companies as defined in Section 14 of the German Civil Code (BGB), public authorities, legal entities under public law or special funds under public law. Consumers, as defined by the code, cannot become contracting parties. Consumers are required to indicate that they are consumers when they register. If the corresponding reference is missing and thus the consumer status is not recognisable for the ACADEMY, the contracting party shall be regarded as a company. Consumer contracts and registrations require the express written consent of the ACADEMY to be valid. The conclusion of a contract with a consumer and/or the participation of a consumer shall only be possible with the express consent of the ACADEMY

b. The participants themselves shall become the contracting party of the ACADEMY, provided they are independent businesspeople, traders or freelancers and do not make any contradictory statements in their registration. Otherwise, the company specified by the participant upon registration shall become the contracting party in accordance with the principles of agents' or apparent authority. Any deviations from this provision shall be clearly and unequivocally reported by the participant upon registration.

c. Participants are obliged to inform, and provide proof to, the ACADEMY about which company they have acted for and which company has become a contracting party; otherwise participants shall be liable, in particular, for the payment of the event fees.

2 Scope

These Terms and Conditions shall apply to all contracts and agreements for events and online offers, unless special supplementary or substitute provisions are included for the respective event in the registration form, the event brochure or on the web site/home page.

3 Conclusion of contract

A contract for the participation in ACADEMY events shall only be concluded after the ACADEMY has confirmed the registration to the contracting partner in a written form, including e-mail. An automated confirmation of receipt in the case of registration via the Internet or by e-mail does not constitute a confirmation in the context of the first sentence.

4. Additional agreements, individual agreements

Amendments and/or additions to the Contract shall be valid only if made in writing. Oral agreements shall only be valid if confirmed in writing by the ACADEMY. The same shall apply to this clause concerning the written form.

5 Calculation of deadlines

When calculating the deadlines as calendar days, the day of dispatch/declaration/receipt is not counted. The deadline shall end on expiry of the last day of the deadline or on expiry of the day before the start of the event.

III Prices and fees

The prices and fees (including cancellation fees) shown are net amounts. They are subject to the statutory VAT in each case. Whether VAT is applicable, and at which rate, depends on the respective applicable law.

IV Cancellation/amendment of booking

1 Cancellation by participant

The following cancellation fees shall apply, depending on the time at which the cancellation is received by the ACADEMY:

- a: Up to and including the 22nd calendar day before the start of the event: free of charge
- b: From the 21st up to and including the 10th calendar day before the start of the event: 50 % of the event fee
- c: In case of later cancellations or no-shows the full event fee will be payable.

2 Rebooking to another event date by participant

The following amendment charges shall apply:

- a: More than 22 calendar days before the start of the event: free of charge
- b: From the 21st up to and including 10th day before the start of the event: EUR 150.00
- c: In case of later amendments or no-shows, the full event fee will be payable.

3 Cancellation or amendment fees if the event is cancelled

If a participant cancels and the event is subsequently cancelled by the ACADEMY for whatever reason, the cancellation/amendment fees shall remain applicable.

4 Other booking amendments

If the participant has already re-booked for another event date in accordance with 2, and wishes to amend this date once again, the same amendment fees shall apply as specified under 2.

5 Cancellations after amendment

If a participant cancels an event date which itself is a re-booking, the cancellation fees according to 1 shall be due without offsetting any amendment fees according to 2 or 4.

6 Calculating the amount of cancellation fees

If cancellation fees are calculated as a percentage, the calculation will be based on the full published event fee, not taking into account any discounts or other reductions.

7 Partial cancellation for a majority of participants or participations

- a: The amount of the cancellation fees for the cancelled participant(s) or participation(s) shall be based on 1 and 6.
- b: If, depending on the number of participants or participations, scaling of event fees has been published (e.g. for a series of events), fees shall be re-calculated for the remaining participants/participations according to this scaling.

8. Partial re-booking in the case of a majority of participants or participations

- a: The amount of the amendment fees for the participant(s) or participation(s) to be re-booked shall be based on 2 and 6.
- b: For the participants or participations for whom bookings have not been amended, any quantity discount that may have been granted shall remain in effect.

9 Exclusion of the cancellation option

The option of cancellation shall not be available in the following cases:

- a: A fixed booking has been expressly agreed between the participant/contracting party and the ACADEMY.
- b: Before the start of the event, the participants themselves have retrieved documents or contents that extend beyond organisational information. This shall apply, in particular, to documents detailing seminar content.

c: Participants have booked an event whose start date they can determine themselves and whose access data have been sent to them. This shall apply, in particular, to e-learning and other electronically retrievable content.

V Change of participant

1 A substitute participant can be appointed at any time, if

a: the substitute participant is an employee, co-owner or partner of the participant's company.

b: the participation fees have been paid in full.

c: the (original) participant and the substitute participant declare that the substitute participant assumes all rights and obligations of the (original) participant.

d: the ACADEMY has been provided with full data relating to the substitute participant (name, position, company, address, e-mail, telephone) and the ACADEMY has agreed to the change.

2 Participants themselves shall pass on all necessary documents/access data etc. to the substitute participant.

3 The substitute participant is made aware that any personalised documents and items such as certificates, name badges, participant lists may not be issued to them and cannot be issued subsequently.

VI Other obligations of the contracting party/participant

1 If the participant is not the contracting party, the contracting party shall ensure that the participant complies with the obligations incumbent upon them.

2 Any notifications, measures and obligations which relate to the participant as per the contract or these terms and conditions shall be attributable to the contracting party.

3 The participant registered by the contracting party shall be deemed the contracting partner's agent and may make declarations on the contracting partner's behalf.

4 Participants shall ensure that the ACADEMY is informed about their current contact data and that they are accessible. In particular, participants shall take appropriate measures to ensure that e-mails from the ACADEMY reach them and, if necessary, check their spam folder or adjust the settings.

5 Participants/contracting parties may only invoke non-conclusion of the contract on the grounds that their registration has not been confirmed by the ACADEMY if they prove that they have notified the ACADEMY no later than 25 calendar days before the start of the event that they have not yet received confirmation of registration. If there are fewer than 25 calendar days between the registration and the start of the event, they shall notify the ACADEMY within 5 days of sending their registration.

6 Use of event documents/event content

Lectures, event documents, recordings, etc. are protected by copyright law. Rights of use shall only be transferred if expressly granted in writing. Insofar as documents or content are made available to the participants for electronic retrieval, their use shall be restricted exclusively to the participant. Participants may store the files on their computer and additionally on mobile devices as often as needed, but must ensure that only they have access to them.

7 Access data

It is not permitted to pass on access data to online events. The one exception to this shall be the change of participants according to section V2.

8 Participation in events, whether online or in-person, or in an e-learning course, shall be restricted to the registered participant. In particular, it is not permitted to provide de-facto access to other persons, for example, by their presence in the same room outside the camera's field of vision. Likewise, it is not permitted to forward contents to third parties or to make recordings unless there has been express written agreement to the contrary.

9 If participants have cancelled or re-booked and only a partial fee has been charged for this, participants shall not be entitled to claim event documents or materials of any kind (electronic or printed). If participants have already received or electronically retrieved documents prior to cancellation, they shall notify the ACADEMY accordingly unless they destroy the documents. The ACADEMY will decide whether all or some of the documents may be used or kept. No downloading of documents is permitted after cancellation, even if the participant is in possession of the access data or has been provided with it for the purpose of downloading.

VII Change of the event agenda and/or medium

1 The ACADEMY reserves the right to replace or cancel individual lectures or speakers at an event, provided that this does not affect the overall character of the event.

2 The ACADEMY may also have individual presentations held or individual speakers attend online at in-person events without prior notice. In this case, participants shall not be entitled to a reduction or cancellation if this concerns less than 50 % of the event time and the participants have the possibility to ask questions to the speaker(s) attending online.

3 The ACADEMY has the right to change the form of an event, i.e. in-person vs. online, at any time. In this case, participants shall have the right of extraordinary cancellation. Further entitlements shall be invalid, unless the information about the change was sent to the participants less than 24 hours before the start of the event and the participants have already started their journey. In this case, claims for damages shall be limited to the travel expenses for which the participants must provide proof.

VIII Cancellation of events or participation, termination by the ACADEMY

1 The ACADEMY is entitled to cancel an event for economic or organisational reasons.

2 In this case, the ACADEMY shall refund any participation fees already paid. Any further claims shall be excluded.

3 Possible cancellation or re-booking fees for transport booked by the participant or accommodation costs will not be reimbursed by the ACADEMY. The ACADEMY points out that it is possible to obtain cancellation-free business rates with transport companies (e.g. German railway and airlines) or to take out seminar cancellation insurance.

4 Independently of the cancellation of the entire event, the ACADEMY is entitled to decline the registration for an event without giving reasons or to cancel the participation. In such cases, 2 and 3 shall apply accordingly.

5. The ACADEMY is entitled to terminate the contract with any participant/contracting party without notice for good cause. In this case, the ACADEMY's entitlement to payment of the event fee to and for the benefit of the ACADEMY shall not lapse. Good cause shall be deemed to exist in particular if a participant/contracting party violates the provisions of VI 6, 7 or 8.

IX ACADEMY liability

1 Unless essential obligations as per the contractual relationship are concerned, ACADEMY shall only be liable for itself and its agents for damages which are demonstrably based on an intentional or grossly negligent breach of duty within the scope of the contractual relationship and are still typical damages within the scope of what is foreseeable.

2 Should a force majeure result in a delayed start of the event or to the complete cancellation of an event, no liability will be assumed either. This shall also apply if it is not (or no longer) possible to host a seminar as scheduled due to official order.

3 The ACADEMY shall not be liable for the correctness and completeness of the seminar documents, seminar presentations or other publications. The ACADEMY assumes no liability for indirect, consequential or other damages (such as loss of profit, other financial losses, etc.) resulting from possibly incorrect and/or incomplete contents of the presentations and/or event documents.

4 The ACADEMY guarantees availability of the data or the access via Internet according to the customary technical standard. In the event of a fault, the following shall apply:

a: If, in the case of online (live) events, the disruption is within the ACADEMY's field of responsibility (failure of the Internet connection/server of the ACADEMY or service providers selected by the ACADEMY), the seminar fee shall be refunded if more than 20 % of the event time is affected.

b: If the disruption of online (live) events is the participant's responsibility, the ACADEMY shall not be liable for this.

c: If there is interference to online (live) events, which is within the area of responsibility of the ACADEMY or service providers selected by the ACADEMY (poor/restricted sound/image quality), the ACADEMY shall refund the seminar fee pro rata temporis if the interference had such a significant effect that it was impossible to convey the relevant content.

d: Provided that the disruption does not relate to a live transmission, participants are only entitled to a reduction/cancellation if the disruption is the responsibility of the ACADEMY or service providers selected by the ACADEMY and lasts continuously for more than 7 working days.

e: If the ACADEMY proves that the transmission/access was retrievable/receivable via the Internet, it shall be presumed that the disruption was not within the ACADEMY's sphere of responsibility.

5. The above limitations of liability shall not apply

- In cases of intent and gross negligence;
- Where liability is mandatory by law.

X Film and photographic rights, recordings

1 Participants to an event shall agree for all present and future media irrevocably and free of charge that the ACADEMY is entitled to create, reproduce, broadcast or have broadcast image and/or sound recordings of the participant's person, which go beyond the reproduction of a current event, as well as to use them in audiovisual media.

2 Every participating person shall have the right to object at any time to the making of visual and audio recordings concerning them for reasons arising from their particular situation. The objection shall be communicated at the beginning of the event to the employees of the ACADEMY or - during the event - to the person making picture or sound recordings on site; the objecting person may then be assigned another seat if necessary.

3 If participants take part in an event that is broadcast online, and wish to make use of their rights under 2, they must take suitable measures (e.g.: switching off their own video, switching off the microphone, entering alias names, etc.) on their own accord. The ACADEMY shall not be prohibited, with reference to personal rights, from recording and distributing an event conducted online if participants had the technical options according to 1 at their disposal. In all other respects, 2 shall apply with regard to in-person events broadcast online.

XI Formal regulations, compliance with deadlines, written form requirements

1 In order to meet deadlines, any cancellations/re-bookings shall be made

- In writing by mail
- By e-mail to academy-frankenthal@ksb.com

Cancellations made by other means (e.g. verbally, by telephone, SMS, etc.) require confirmation by ACADEMY by letter or e-mail in order to be effective.

XII Final provisions

1 If a contract is concluded with a trader (§ 14 BGB),

- a: the place of jurisdiction shall be Frankenthal (Pfalz), Germany.
- b: the applicable law shall be German law.

These Terms and Conditions shall be governed by the law of the Federal Republic of Germany to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods.

Last update: 15 November 2022

KSB SupremeServ Academy

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Johann-Klein-Straße 9, 67227 Frankenthal

Fax: +49 6233 86-1931



KSB Trainings 2023 Registration form sheet

| | |
|---------------------------------|--|
| Title / date of training | |
| 1. Last name, first name | |
| 2. Last name, first name | |

The confirmation of registration and the invitation will be sent via e-mail.

| | |
|---|--|
| Company / department | |
| Last name, first name | |
| Street / PO box | |
| Post or ZIP code / city | |
| Phone / fax | |
| E-mail | |
| Invoicing e-mail address, if different from above | |

- ☐ We have got some questions. Please give us a call.
- ☐ With this registration we accept the currently applicable terms and conditions.
Once confirmed by KSB SupremeServ Academy, this registration will become a binding booking for the training event.

Signature / company stamp

Date

KSB SupremeServ Academy

academy-frankenthal@ksb.com

Johann-Klein-Straße 9, 67227 Frankenthal

Fax: +49 6233 86-1931



Your individual training needs

| | |
|--|--|
| Topic | |
| Possible course contents | |
| Products | |
| Target group | |
| Duration (days) of training | |
| Place of training (KSB site / customer / other) | |

Contact data

| | |
|---|--|
| Company / department | |
| Last name, first name | |
| Street / PO box | |
| Post or ZIP code / city | |
| Phone / fax | |
| E-mail | |
| Invoicing address, if different from above | |

Your contact:

For questions regarding the training concept and organisation

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