



**SOUTHWEST SOLUTIONS GROUP**  
*business organization systems*

Lizette Torres  
WEBB COUNTY  
1110 Victoria St., Ste. 201  
Laredo, TX 78040  
Re: Lektriever SN 30414 (Auditor's Office)



Dear Lizette:

**SOUTHWEST SOLUTIONS GROUP**  
**PREVENTIVE MAINTENANCE PROGRAM** for your LEKTRIEVER SYSTEM

**Services to be performed by SSG authorized factory-trained personnel.**

**Inspection Report:**

\* Communication of inspection findings to the customer

These services will be performed on a scheduled basis of 1 per year.

Inspection & Testing of:

- Tracking Mechanism to insure smooth movement
- Switches & Electronics

Lubrication & Adjustment of:

- All moving parts, chains and arms

General Maintenance & Cleaning of:

- Chains & Arms

**Scheduled Maintenance services will be performed on a scheduled basis of 1 per year. Covers all service calls thru out the effective dates of agreement.**

**PROPOSAL PAGE (Page 2 of 4)**

**Submitted to:**

Name                                      WEBB COUNTY  
Contact                                    Lizette Torres  
Address                                    1110 Victoria St., Ste. 201  
City, State, Zip                        Laredo, TX 78040  
Department:                            System: County Attorney's Office  
Email:                                      LTorres@webbcountytexas.gov  
Phone #:                                    [1] 956-523-4016  
Fax:                                         [1] 956-523-5001

We propose to furnish the materials and perform the labor necessary for the completion of the Preventive Maintenance Program on System(s):

Model: Lektriever SN 30414  
PMA # 282

Location: System: Auditor's Office

**Preventive Maintenance & Labor Program**

- \* One Scheduled service inspection per year at no charge.
- \* Covers 100% of all Labor Service Charges for repairs.
- \* 25% off Parts as needed for repairs as the result of normal wear & tear.
- \* Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment: **\$975.00**

### Other Notes (Page 3 of 4)

- 1) The normal bill rate for service calls and repair is \$150.00 per hour per person (1-hour minimum plus 1.25 cents per mile). Emergency 24-hour service is available, but is not covered under service agreements. Normal bill rate for Emergency service (5 p.m. to 8 a.m. and weekends) is \$225.00 per hour. However, if you require an Emergency service and maintain a service agreement there is a discounted rate at \$150.00 per hour.
- 2) Preventive Maintenance, service and repair calls are only provided during normal work hours, Monday thru Friday, 8 a.m. to 5 p.m. This excludes Saturday, Sunday, and company holidays. **Southwest Solutions Group** may agree upon optional abnormal hours and days with additional costs per note #1 above.
- 3) *NOTE: Program does not cover repair caused by act of God, vandalism or misuse.*
- 4) **Replacement Parts: Southwest Solutions Group** does not assume the responsibility for delays or failure to furnish parts or service when the inability to furnish same is caused by acts of God or government, labor difficulties, failure of transportation, misuse of equipment, or operational errors and causes beyond the control of Southwest Solutions Group. Components of the equipment or system purchased from or installed by others than **Southwest Solutions Group** will be excluded from this agreement.
- 5) Note: Invoice will follow with the terms Due upon Receipt, or WEBB COUNTY. can provide a VISA, Master Card or American Express #, expiration date, and full name on card for payment.
  - It is suggested that to maintain your system, you perform certain routine periodic housekeeping duties outlined at the time of installation of the System.
  - The customer is responsible for foreign matter and debris that falls into areas that may hinder or damage and result in equipment failure.
  - The customer agrees to give reasonable notice to **Southwest Solutions Group** for normal hours servicing.
  - If equipment, under the Agreement, is moved, transported or tampered without Southwest Solutions Group's supervision, this Agreement will become null and void without refund.

**ACCEPTANCE PAGE FOR SPACESAVER SERVICE AGREEMENT**  
**(page 4 of 4)**

*Webb County Auditor's Office SN 30414 PMA # 282*

Program effective dates: **10/1/2014** thru **9/30/2015**

**Annual Preventive Maintenance & Labor Program \$975.00**

*\* One Scheduled PM \* Covers 100% Labor & 25% Off Parts for all Service calls*

When accepted, please authorize below and return a copy to Southwest Solutions Group via fax (888) 980-8177 to the attention of KIM WINDHAM, retain original for your records.

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Bill To Address: \_\_\_\_\_

Attention: Accounts Payable Purchase Order # if appropriate: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

If paying by VISA, Master Card or American Express:

C/C #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Full Name On Card: \_\_\_\_\_

Southwest Solutions Group would like to thank you for the opportunity to serve you and our team looks forward to serving you in other areas, please visit our website at [www.southwestsolutions.com](http://www.southwestsolutions.com) for more products & services.

Sincerely,

Kim Windham

972-331-8880 or 888-241-7494 direct

972-250-2229 or 888-980-8177 fax

[kwindham@southwestsolutions.com](mailto:kwindham@southwestsolutions.com)

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