



Erica Bueno
WEBB COUNTY
1110 Washington, Ste. 301
Laredo, TX 78040



Re: Lektriever System SN 30775
County Attorney Office

Dear Erica

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, 25% off parts.**

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 – County Attorney Office Lektriever, SN 30775 PMA #155

Program effective dates: _____ thru _____

Annual Preventive Maintenance & Labor Program \$975.00

** One Scheduled PM * Covers 100% Labor Service call Charges for repairs & 25% off Parts.*

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 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

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Suite A21
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(713) 467-4454
(713) 467-4484 fax

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Ste 604
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(512) 336-1328
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Suite 100
San Antonio, TX 78249
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(210) 691-2238 fax