

SERVICE AGREEMENT PROGRAM

Webb County
 1110 Washington St.
 Laredo, TX 78042
 Webb County Offices

COVERED ITEMS

We propose to furnish the materials and perform the labor necessary for the completion of the Scheduled Maintenance & Service Program on system(s):

(1) GET PO FOR ORDERING PARTS

Serviceable Item	Serial Number	Location
366	30762	Lektriever-Public Defender's Office

SERVICE LEVEL OPTIONS

Platinum Plan (Preventative Maintenance, Labor, and Discounted Parts Program)

- * Two scheduled Preventative Maintenance inspection per year.
- * Covers 100% of all Labor Service charges for repairs.
- * 25% discount for all parts required as a result of normal wear & tear.
Does not include operator error or misuse.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment:

Program effective dates: 10/1/16 through 9/30/17

\$1,225.00

Gold Plan (Preventative Maintenance Program)

- * Two scheduled Preventative Maintenance inspection per year.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment:

Program effective dates: 10/1/16 through 9/30/17

\$975.00

For Extended Agreements we will apply a 5% discount on a 2 year price total and 10% discount on a 3 year price total.

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,
 Chelsea Brown
 Direct: 972-331-8876
 Cell: 214-998-0045
 Fax: 888-980-8177
chelseabrown@southwestsolutions.com

Example of Inspection Report:

KARDEX Service Center _____

Customer Operator _____ Telephone _____
 Date _____ Email _____
 Department _____
 Location _____

Service Procedure _____
 Horizontal Circuits _____

DATE: _____

VISUAL INSPECTIONS:

1. Unit installation
 - Verify correct unit, correct type
 - Verify correct

2. Warning and prohibition signs (V, T)
 - Check for presence of correct signs

3. Panels, service panels
 - Check presence
 - Check correct type and position

4. Safety doors
 - Check correct
 - Check correct type and position

5. Visible laying of cables
 - Check correct

INSPECTION TEST OF UNIT MECHANISMS

1. Unit test run (T)
 - Check correct type and position
 - Check correct type and position

2. Carriers
 - Check correct type and position
 - Check correct type and position

3. Carrier chains
 - Check correct type and position
 - Check correct type and position

4. Drive motor, gear, drive sprocket and belt/pulley
 - Check correct type and position
 - Check correct type and position

5. Stopping distance
 - Check correct type and position
 - Check correct type and position

Version: 18.06.2009 11 N. 6234171

KARDEX Page 2

Unit type _____
 Serial no. _____

Date: _____

Remarks:

TEST OF ELECTRICAL EQUIPMENT:

1. Electrical wiring and plug-in connections
 - Check correct type and position

2. Protective installation of electrical parts

3. Safety devices (T)
 - Check correct type and position

4. Safety devices (T)
 - Check correct type and position

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Version: 18.06.2009 11 N. 6234171

KARDEX Page 3

Service Center _____

For more detail regarding the tests see Technical Manual chapter Maintenance Procedures

If any safety inspection is carried out in conformity with the rules for the provisions of accidents (DIN EN 61508 and DIN EN 61509) only the signs marked **A** are subject to inspection test

Operation of the power conductor system in accordance with EN 61141-1:2014-10: A3 see separate test on busbar attachment (A3) (see separate test on busbar)

Test intervals depending on category of severity: **Category A** only if necessary

Inspection interval in days: _____ not attached

Date _____ Signature of service technician _____

State confirmation:

All maintenance work / safety inspections were performed in accordance with the procedure listed over 2 a functional condition

Date _____ Signature of technician _____ Customer _____

Customer evaluation of our technical performance

Pass (100%)

Version: 18.06.2009 11 N. 6234171

ACCEPTANCE PAGE FOR SERVICE AGREEMENT

Webb County, Webb County Offices

When accepted please **CHECK** the option of choice, authorize below, and return a copy to Southwest Solutions Group via email chelseabrown@southwestsolutions.com or via fax (888) 980-8177 to the attention of CHELSEA BROWN, please retain original for your records.

Accepted by: _____ Date: _____

Title: _____

Bill-To Address: _____

City: _____ State: _____ Zipcode: _____

Purchase Order # if appropriate: _____

Attention Accounts Payable: _____

If paying by Visa, Master Card, or American Express:

Full Name on Card: _____

Credit Card #: _____ Exp. Date: _____

OTHER NOTES

Preventative Maintenance, Service and Repair calls are provided during Southwest Solutions Group's normal work hours Monday - Friday, excluding holidays.

This Agreement does not cover repairs for damages caused by acts of God, vandalism or misuse. Southwest Solutions Group is not responsible for delays or failure to furnish parts or service caused by acts of God, labor unrest, failure of transport or operational errors and causes beyond the control of Southwest Solutions Group.

To help ensure proper operation, you should perform all routine periodic housekeeping duties as outlined in your system's operating manual. You must ensure no foreign matter or debris falls into areas that may hinder normal operation of the equipment, resulting in equipment failure.

Coverage under this Agreement will be voided if the equipment is dismantled, relocated or substantially modified without prior approval from Southwest Solutions Group.