

**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) LK 2000

Serviceable Item	Serial Number	Manufacturer	ProductType	Location
364	30415	KardexRemstar Inc	Vertical Carousel-Lektriever	Lektriever-Risk Manageme

**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

**\$1,317.31**

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](http://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](mailto:chelseabrown@southwestsolutions.com)

Example of Inspection Report:

**KARDEX** Service Center \_\_\_\_\_

Customer \_\_\_\_\_  
 Operator \_\_\_\_\_ Telephone \_\_\_\_\_  
 Department \_\_\_\_\_ Telex \_\_\_\_\_  
 Location \_\_\_\_\_ E-mail \_\_\_\_\_

Service Procedure \_\_\_\_\_  
 Horizontal Carcase) \_\_\_\_\_

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

Visual Inspections:

1. Unit condition: \_\_\_\_\_  
 - General appearance - check number, signs  
 - Inspect unit for \_\_\_\_\_  
 - Check for any damage on the exterior

2. Panels, service panels: \_\_\_\_\_  
 - Check for damage  
 - Check for any loose parts

3. Shipping device: \_\_\_\_\_  
 - Check for damage  
 - Check for any loose parts

4. Visible layout of cables: \_\_\_\_\_  
 - Check for damage

INSPECTION TEST OF UNIT MECHANICS:

1. Unit test run (1): \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

2. Control: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

3. Control change: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

4. Drive motor, gears, drive sprocket and belt/pulley: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

5. Shipping device: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

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

Model type: \_\_\_\_\_  
 Serial No.: \_\_\_\_\_

Remarks: \_\_\_\_\_

TEST OF ELECTRICAL EQUIPMENT:

1. Electrical safety and safety instructions: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

2. Electrical safety of active parts: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

3. Safety device (1): \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

4. Safety device (2): \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

5. Safety and technical equipment (1): \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

6. Safety check of electrical: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

7. Electrical test and connection of all wires: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

OTHER INSPECTIONS:

1. Unit condition on site: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

2. Operation or condition handed by operator or customer: \_\_\_\_\_  
 - Check for any abnormal noise  
 - Check for any abnormal vibration

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**KARDEX** Service Center \_\_\_\_\_

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For more detail regarding the tests see Technical Manual, chapter Maintenance Requirements.

(1) Only a safety inspection is carried out (in Germany obligatory in compliance with the rules for the prevention of accidents UVV BGV A1 and UVV BGV A3) only the items marked with a triangle are subject to inspection.

Examined by the person conducting system if compliance B19100-04-11 B01 / A3, see separate test certificate (B19100-04-11 B01 / A3) if applicable to customer.

Test results depending on country / in Germany: inspected / examined (study of owner)

Inspection label with inspection code \_\_\_\_\_ was attached

Date \_\_\_\_\_ Signature of service technician \_\_\_\_\_

Customer confirmation:

All maintenance work / safety inspection work performed to our satisfaction and the machine is handed over in a functional condition.

Date \_\_\_\_\_ Signature of technician \_\_\_\_\_ Operator \_\_\_\_\_

Customer initials of test: \_\_\_\_\_  
 (Please use)

Remarks: \_\_\_\_\_

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**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](mailto: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.