

**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 BEFORE ORDERING

Serviceable Item	Serial Number	Manufacturer	ProductType	Location
365	30416	KardexRemstar Inc	Vertical Carousel-Lektriever	Lektriever-Purchasing 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

**\$1,317.31**

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: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 Operator: \_\_\_\_\_  
 Department: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Location: \_\_\_\_\_

**Service Procedure**  
 Horizontal Carousel

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

**Visual Inspections:**

**1. General appearance**  
 - Cleanliness  
 - No damage to structure or components  
 - No leaks of oil or other fluids

**2. Warning and information signs (\*)**  
 - All signs are present and legible  
 - No signs are missing or damaged

**3. Safety devices (\*)**  
 - All safety devices are present and functional  
 - No safety devices are missing or damaged

**4. Stopping devices**  
 - All stopping devices are present and functional  
 - No stopping devices are missing or damaged

**5. Stable laying of cables**  
 - All cables are properly laid out and secured  
 - No cables are loose or damaged

**INSPECTION / TEST OF UNIT MECHANICS:**

**1. Unit test run (\*)**  
 - All test runs are performed successfully  
 - No test runs are failed or stopped

**2. Carriage**  
 - Carriage is properly aligned and balanced  
 - No carriage is damaged or worn

**3. Carriage rollers**  
 - All carriage rollers are present and functional  
 - No carriage rollers are missing or damaged

**4. Drive, motor, gear, drive sprocket and reference pulley**  
 - All drive components are present and functional  
 - No drive components are missing or damaged

**5. Stopping distance**  
 - All stopping distances are within the specified limits  
 - No stopping distances are outside the specified limits

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**KARDEX**

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

Unit type: \_\_\_\_\_  
 Serial no.: \_\_\_\_\_

**TEST OF ELECTRICAL EQUIPMENT:**

**1. Screws, clasp and plug-in connections**  
 - All screws, clasps and plug-in connections are present and functional  
 - No screws, clasps or plug-in connections are missing or damaged

**2. Protective transition of electric parts**  
 - All protective transitions are present and functional  
 - No protective transitions are missing or damaged

**3. Safety devices (\*)**  
 - All safety devices are present and functional  
 - No safety devices are missing or damaged

**4. Proximity sensors**  
 - All proximity sensors are present and functional  
 - No proximity sensors are missing or damaged

**5. Lights and lighting equipment (\*)**  
 - All lights and lighting equipment are present and functional  
 - No lights and lighting equipment are missing or damaged

**6. Battery check of modules**  
 - All battery checks are successful  
 - No battery checks are failed

**7. Functional test after completion of all tests**  
 - All functional tests are successful  
 - No functional tests are failed

**OTHER INSPECTIONS:**

**1. Cleanliness on floor**  
 - All cleanliness requirements are met  
 - No cleanliness requirements are violated

**2. Questions or complaints raised by operator or customer**  
 - All questions and complaints are resolved  
 - No questions and complaints are unresolved

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

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

(\*) If 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 **▲** are subject to inspection!

Examination of the ground conductor system in compliance EN 60204-1 BQV A3, see separate test certificate (absence & only if requested by customer).  
 Test intervals: depending on country / in Germany [www.kardex.com](http://www.kardex.com) (duty of owner).

Inspection label with inspection date \_\_\_\_\_ / \_\_\_\_\_ was attached.

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

**Order confirmation:**  
 All maintenance works / safety inspections were performed to our satisfaction and the machine handed over in a functional condition.

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

Customer evaluation of our service performance:  
 (Please tick)

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.