

**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):

Serviceable Item	Serial Number	Manufacturer	ProductType	Location
367	30775	KardexRemstar Inc	Vertical Carousel-Lektriever	Lektriever-County Attorney

**SERVICE LEVEL OPTIONS**

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

- \* Two scheduled Preventative Maintenance inspections 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: 10/1/17 through 9/30/18

**\$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

Type: \_\_\_\_\_  
 Serial number: \_\_\_\_\_  
 (\*) all production  
 Difference version: \_\_\_\_\_  
 Inventory no.: \_\_\_\_\_  
 Working list: \_\_\_\_\_  
 (for details see Test book or type distribution table)

DATE: \_\_\_\_\_

Working hrs. since last service: \_\_\_\_\_  
 Motor running time since last service: \_\_\_\_\_  
 Motor stop-stop cycles since last service: \_\_\_\_\_

**REMARKS:** \_\_\_\_\_

**VISUAL INSPECTIONS:**

**1. General appearance**  
 - general appearance, visible damage, signs of wear

**2. Warning and information signs (\*)**  
 - check for age and validity, do signs refer to the correct type

**3. Electrical connections**  
 - check electrical connections  
 - check correct wiring of cable and control

**4. Sliding doors**  
 - correct opening  
 - correct position when stopped, open  
 - wear of rollers  
 - correct stop gap

**5. Stable laying of cables**  
 - check layout

**INSPECTION / TEST OF UNIT MECHANICS:**

**1. Unit test run (\*)**  
 - stop direction to stop position both running directions  
 - set up a barrier or safety camera  
 - starting and braking position, stop operation

**2. Camera**  
 - setting, testing, indicator (photo function)  
 - battery, working time display  
 - use safety stop camera  
 - setting of alarm clock

**3. Camera alarm**  
 - check layout of cables, signal  
 - check alarm function and value, if possible  
 - check alarm indicator  
 - check alarm time and pulse check for signal of next alarm

**4. Drive, motor, gear, drive sprocket and reference pulley**  
 - check operation of motor on in motion  
 - check control of drive wheel and reference pulley  
 - check slipping between and between, if possible

**5. Stopping distance**  
 - check stopping distance in both directions  
 - automatic alarm open only after unit alarm (check)

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

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

**TEST OF ELECTRICAL EQUIPMENT:**

**1. Screws, clasp and plug-in connections**  
 - test locking and screw fastening

**2. Protective transition of electric parts**

**3. Safety devices (\*)**  
 - test locking of door locking  
 - emergency stop device  
 - stop position, stop position  
 - stop position, stop position  
 - stop position, stop position  
 - stop position, stop position

**4. Proximity sensors**  
 - test correct set-point for stop

**5. Lights and lighting equipment (\*)**  
 - test function of light indicator, stop indicator  
 - test function of alarm indicator  
 - test and replace if needed

**6. Battery check of cameras**  
 - test and replace if needed

**7. Function test after completion of all tests**  
 - test operation of unit  
 - test operation of unit  
 - test operation of unit  
 - test operation of unit  
 - test operation of unit

**OTHER INSPECTIONS:**

**1. Cleanliness on floor**  
 - check cleanliness on floor

**2. Questions or complaints raised by operator or customer**  
 - check questions or complaints raised by operator or customer

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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/test.

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 [contact us on 4 page](#) (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.