

**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: **\$1,356.83**

Program effective dates: 10/1/18 through 9/30/19

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: \_\_\_\_\_  
 Location: \_\_\_\_\_

**Service Procedure**  
 Horizontal Carousel

**DATA:** \_\_\_\_\_

**VISUAL INSPECTIONS:**

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

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

**3. Electrical safety aspects:**  
 - check electrical safety signs and symbols

**4. Sliding doors:**  
 - check opening  
 - check operation with safety sign  
 - wear of rollers  
 - check door gap

**5. Visible layout of cables:**  
 - check layout

**INSPECTION / TEST OF UNIT MECHANICS:**

**6. Load test run (\*) :**  
 - allow carousel to empty (check both running directions)  
 - set up a barrier or safety camera  
 - alarm and load position, stop operation

**7. Carriage:**  
 - loading, loading indicator (photoelectric)  
 - loading / unloading load signal  
 - use empty carousel (operator)  
 - loading of carousel

**8. Carriage rotation:**  
 - check correct rotation of carousel (operator)  
 - check correct rotation and status of carousel

**9. Drive, motor, gears, drive sprocket and reference pulley:**  
 - check operation of carousel in motion  
 - check control of drive status and reference pulley  
 - check speed of drive and rotation, stop test

**10. Stopping distance:**  
 - check stopping distance (operator)  
 - automatic stops (operator only after unit release lock)

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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:**  
 - test locking and screw fastening

**2. Protective transition of electric parts:**  
 - test locking of screw fastening

**3. Safety devices (\*):**  
 - test locking of screw fastening  
 - emergency stop device  
 - stop position (operator)  
 - stop position (operator, load carrier)  
 - stop position (operator, load carrier)  
 - safety device (operator)

**4. Proximity sensors:**  
 - check correct operation (operator)

**5. Lights and lighting equipment (\*):**  
 - test locking of screw fastening  
 - test locking of screw fastening  
 - test locking of screw fastening

**6. Battery check of modules:**  
 - see unit reference manual

**7. Functional test (see completion of all tests):**  
 - loading and unloading  
 - loading and unloading  
 - loading and unloading  
 - loading and unloading  
 - loading and unloading

**OTHER INSPECTIONS:**

**8. Cleanliness on floor:**  
 - check cleanliness on floor

**9. Complaints or comments raised by operator or customer:**  
 - check complaints

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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 [consult every 4 years](#) (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.