

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 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: _____ 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 laid out properly and are not damaged

INSPECTION / TEST OF UNIT MECHANICS:

1. Unit test run (*)
 - All units are running smoothly in both directions
 - All units are stopping properly

2. Carriage
 - All carriages are running smoothly
 - All carriages are stopping properly

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, motor, gear, drive sprocket and reference pulley are present and functional
 - No drive, motor, gear, drive sprocket and reference pulley are missing or damaged

5. Stopping distance
 - All stopping distances are within the specified limits

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Date: _____

Unit type: _____
 Serial no.: _____

TEST OF ELECTRICAL EQUIPMENT:

1. Screws, clasp and plug-in connections
 - All screws, clasp and plug-in connections are present and functional

2. Protective transition of electric parts
 - All protective transition of electric parts are present and functional

3. Safety devices (*)
 - All safety devices are present and functional

4. Proximity sensors
 - All proximity sensors are present and functional

5. Lights and lighting equipment (*)
 - All lights and lighting equipment are present and functional

6. Battery check of modules
 - All battery check of modules are present and functional

7. Functional test after completion of all tests
 - All functional test after completion of all tests are present and functional

OTHER INSPECTIONS:

1. Cleanliness on floor
 - All cleanliness on floor is present and functional

2. Damages or complaints raised by operator or customer
 - All damages or complaints raised by operator or customer are present and functional

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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 [annex 4 page 4](#) (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 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.