

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 FOR ORDERING PARTS

Serviceable Item	Serial Number	Manufacturer	ProductType	Location
366	30762		Vertical Carousel-Lektriever	Lektriever-Public Defender's Off

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.
- * Subject to the availability of parts.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment: **\$1,397.53**
Program effective dates: 10/1/19 through 9/30/20

Gold Plan (Preventative Maintenance Program)

- * Two scheduled Preventative Maintenance inspections per year.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment: **\$1,132.31**
Program effective dates: 10/1/19 through 9/30/20

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 _____
 Operator _____
 Department _____
 Location _____

Telephone _____
 Tablet _____
 E-mail _____

Serial Procedure
 Horizontal (Carross)

Item	Remarks
1. Unit inspection	
2. Working and mechanical aspects	
3. Checks, service notes	
4. Working status	
5. Visible wiring of cables	
6. Unit test run (1)	
7. Carrier	
8. Drive, motor, gears, drive sprocket and deflexion pulley	
9. Stopping distance	

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KARDEX Service Center _____

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Unit type _____
 Serial No. _____

Date: _____

Remarks:

TEST OF ELECTRICAL EQUIPMENT:

1. Working status according to instructions
2. Electrical insulation of cables
3. Safety distance (1)
4. Safety distance (2)
5. Safety distance (3)
6. Safety distance (4)
7. Safety distance (5)
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100. Safety distance (98)
101. Safety distance (99)
102. Safety distance (100)

Other aspects:

1. Cleanliness on floor

2. Cleanliness on components raised by operator or customer

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KARDEX Service Center _____

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Remarks:

1. Working status according to instructions

2. Electrical insulation of cables

3. Safety distance (1)

4. Safety distance (2)

5. Safety distance (3)

6. Safety distance (4)

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100. Safety distance (98)

101. Safety distance (99)

102. Safety distance (100)

Other aspects:

1. Cleanliness on floor

2. Cleanliness on components raised by operator or customer

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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.