



**CUSTOMER SUPPORT AGREEMENT**

Webb County Juvenile  
 Raquel Arriaga  
 111 Camino Nuevo, Laredo, Texas 78041  
 361-586-6026 phone#  
 1270300 account#  
 361-586-6027 fax#

Date: January 2, 2019

New Agreement: XX

Renewal Agreement: \_\_\_\_\_

Holt Power Systems is pleased to offer you a Scheduled Maintenance program for your emergency generator(s) at your location. Holt follows NFPA 110 and manufacturer's recommendations in maintaining stand-by generators. As stated and recommended, PM Level 1 services should be performed on a quarterly basis, PM Level 2 services should be performed on an annual basis and PM Level 3 services should be performed once every three years. In addition, it is recommended that a minimum two (2) hour Load Bank Test be performed in conjunction with the annual services, when the load on the generator is less than 30% of the name plate rating on the generator. Please reference the attached "Detailed Description of Service Levels" to provide you with an accurate definition of the service levels mentioned herein.

Maintenance pricing for your generator(s) is as follows:

| Cust Unit ID | Make    | Model      | Serial # | KW  | QUARTERLY INSPECTION |      | ANNUAL SERVICE PM2 PRICE EACH | TRIENNIAL SERVICE PM3 PRICE EACH | LOAD BANK TESTING ANNUAL PRICE EACH | AUTOMATIC TRANSFER SWITCH PM PRICE EACH | FUEL SAMPLE ANNUAL PRICE EACH | YEARLY TOTALS |
|--------------|---------|------------|----------|-----|----------------------|------|-------------------------------|----------------------------------|-------------------------------------|---|-------------------------------|---------------|
|              |         |            |          |     | PM1 PRICE EACH       | QTY. |                               |                                  |                                     |   |                               |               |
|              | Generac | 8378880100 | 2094871  | 350 |                      |      |                               |                                  |                                     |   |                               |               |
|              |         |            |          |     | \$ 325.00            | 3    | \$ 975.00                     | \$ 825.00                        |                                     |   |                               |               |
|              |         |            |          |     |                      |      |                               |                                  | (2) Hour Test                       |   |                               |               |
|              |         |            |          |     |                      |      |                               |                                  | \$ 1,295.00                         |   |                               |               |
|              |         |            |          |     |                      |      |                               |                                  |                                     |   |                               | \$ 3,095.00   |

(4) Hr. Test > \$ 1,895.00

For a total Agreement price of \$3,095.00  
 To be billed as services rendered

**NOTE:**  
 \*The Triennial service ( PM3 ) is performed once every three years in place of the Annual service ( PM2 ).  
 \*All listed pricing includes normal hour labor rates, travel & applicable parts. Additional charges will apply for after-hours service.  
 \*Prices are subject to change without signed Customer Support Agreement.

**CURRENT GENERATOR SERVICE LABOR RATES ARE AS FOLLOWS:**

Normal Hour Labor (Monday through Friday, 8:00 A.M. to 5:00 P.M.) \$135.00  
 Overtime Labor \$202.50  
 Holiday Labor \$270.00  
 A trip fee per day will apply for work performed outside of this agreement dependent on location.  
 The above labor rates are subject to change without notice.

This agreement is valid from Jan. 2, 2019 to Jan. 2, 2020 and can be cancelled with a 30-day written notice by either party.  
 By signing below, Holt CAT agrees to provide the above-mentioned services at the stated prices for the length of this agreement and gives authorization for the commencement of stated services.

Joe Washington  
 Product Support Sales Representative  
 Holt Cat 361-698-5745 phone# 361-852-3237 fax#

Customer Acceptance Signature \_\_\_\_\_ Date \_\_\_\_\_