



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) LK 2000

Serviceable Item	Serial Number	Manufacturer	ProductType	Location
364	30415	KardexRemstar Inc	Vertical Carousel-Lektriever	Lektriever-Risk Manageme

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:

Program effective dates: 10/17/19 through 10/16/20

\$1,356.83

For Extended Agreements we will apply a 5% discount on a 2 year price total and 10% discount on a 3 year price total. A one-time in-full payment is required to receive the discounted rate.

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

KARDEX		Service Center: _____	
Customer _____	Operator _____	Telephone _____	_____
Department _____	Location _____	Telex _____	_____
		E-mail _____	_____
Service Procedure Horizontal Carusel		Types Serial Number: _____ Date of production: _____ Software version: _____ Inventory file: _____ Working file: _____ No. of data sets: _____ Test track or zone identification (date): _____ Last service: _____ Working hrs. since last service: _____ Hours since first time when last service: _____ Since start-stop cycles since last service: _____	
Visual Inspections:		Remarks:	
1. Unit installation: - correct spacing, wires, controls, depth - proper tilt 2. Warnings and information signs: - check for danger proximity, electrical safety - check for safety signs - correct notices 3. Panels, control panels: - clean, correct status - check correct switching of stop and control 4. Strapping device: - correct setting - correct position when open, close - wear of rollers - correct roller gap 5. Visible layout of cables: - clean, tight			
Inspection / Test of Unit Mechanics:			
1. Unit test run ("") - test whether it works properly (both running direction) - check a number of stored cards - starting and ending position, stop operation 2. Carriers: - running, starting, stopping (under inspection) - correctly, smoothly and safely - test empty loaded carrier - running of test cards - check correct order of carriers (guiding) 3. Carrier chassis: - check tension and adjust if required - check the correct functioning - check for rollers and guide tracks for signs of wear 4. Drive, motor, gear, drive sprocket and belt/pulley: - correct position of belt on roller or wheel - correct position of the motor and belt/pulley - check running direction and rotation, freewheel 5. Stoping distance: - check stopping distance in both directions - check the stop time after stop and after start			

Version: P/B-842089

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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 A2) only the items marked  are subject to inspection.

Examination of the ground conductor system in compliance with EN 60254-1 / BGV A3, see separate test certificate/assessment A (only if mandated by customer).

Test intervals depending on country / in Germany minimum every 4 years (study of owner).

Inspection label with inspection date / was affixed.

 Date

 Signature of service technician

Notes/confirmations:

All maintenance works / safety inspections were performed to our satisfaction and the machine handed over in a faultless condition.

 Date

 Signature of technician

 Operator

Customer evaluation of our service performance





(Please tick)

Remarks:

Version: 02-04-2020

ID-No.: 643472 (2)

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. **Payment terms are Net 30.**

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.