



CUSTOMER SUPPORT AGREEMENT

WEBB COUNTY (1270300)			
1110 Washington Street Suite 101 Laredo Tx 78040-4443			
Raquel Arriaga 956-523-5648 rrarriaga@webbcountytx.gov			
X	Renewal		New

Nov. 2019

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:

				Every 3 Years			Every 3 Years						
				QUARTERLY INSPECTION			ANNUAL SERVICE	TRIENNIAL SERVICE	LOAD BANK TESTING	LOAD BANK TESTING	AUTOMATIC TRANSFER SWITCH PM	FUEL SAMPLE ANNUAL PRICE	YEARLY TOTALS
				PM1 PRICE EACH	QTY.	TOTAL	PM2 PRICE EACH	PM3 PRICE EACH	2 Hr PRICE EACH	4 Hr PRICE EACH	PRICE EACH	PRICE EACH	
School	PE6068L221012	JD	150	\$ 335.00	3	\$ 1,005.00		\$ 3,300.00	\$ 1,200.00				\$ 5,505.00

For a total Agreement	\$ 5,505.00
To be billed as services are rendered	

NOTE:

*HoltCat is an approved vendor in the Texas Buy Board, vendor number 597-19.

*The Tri-Annual 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.)	\$150.00/Hour
Overtime Labor	\$225.00/Hour
Holiday Labor	\$300.00/Hour

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 valid from January 1, 2020 to December 31, 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.

David J. Dreier

Product Support Sales Representative
Holt Cat

Customer Acceptance Signature Date