

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: 6/16/21 through 10/15/21

\$465.84

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

Example of Inspection Report:

KARDEX Service Center: _____

Customer: _____ Telephone: _____
 Operator: _____
 Department: _____
 Location: _____

Service Procedure
 Horizontal Carousel

Q/0: _____

VISUAL INSPECTIONS:

1. General appearance:
 - cabinet appearance, visible damage, signs of wear

2. Warning and information signs (*) :
 - check for age and validity, do signs refer to correct type of work

3. Electrical inspection:
 - check electrical connections
 - check correct wiring of drive and control

4. Sliding doors:
 - correct opening
 - correct position when stopped
 - wear of rollers
 - correct stop gap

5. Visible layout of cables:
 - correct layout

INSPECTION / TEST OF UNIT MECHANICS:

6. Load test run (*) :
 - drive carousel in running position both running directions
 - set up a barrier or safety camera
 - alarm and load position stop operation

7. Camera:
 - correct, working, indicator (photo function)
 - correct, working, load signal
 - use safety stop (camera stop)

8. Camera alarm:
 - check correct wiring of camera signal

9. Drive, motor, gear, drive sprocket and reference pulley:
 - check operation of carousel in motion
 - check control of drive status and reference pulley
 - check speed reference and position stop

10. Stopping distance:
 - check stopping distance in running position
 - automatic alarm open only after unit comes to rest

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KARDEX

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Date: _____

Unit type: _____
 Serial no.: _____

TEST OF ELECTRICAL EQUIPMENT:

1. Screws, clasp and plug-in connections:
 - fasten screws and secure fasteners

2. Protective transition of electric parts:
 - correct wiring and secure fastening

3. Safety devices (*) :
 - correct wiring and secure fastening
 - correct position of safety devices
 - correct wiring of safety devices
 - correct position of safety devices

4. Proximity sensors:
 - correct wiring and secure fastening

5. Lights and lighting equipment (*) :
 - correct wiring and secure fastening
 - correct position of lights

6. Battery check of modules:
 - correct wiring and secure fastening

7. Functional test after completion of all tests:
 - running carousel in both directions
 - correct position of safety devices
 - correct wiring of safety devices
 - correct position of safety devices

OTHER INSPECTIONS:

1. Cleanliness on floor:
 - correct wiring and secure fastening

2. Questions or complaints raised by operator or customer:
 - correct wiring and secure fastening

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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 www.karDEX.com (study 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. **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.