

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 Lektriever-Risk Manageme

Carousel-Lektriever

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: 12/1/23 through 11/30/24

\$1,760.48

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.

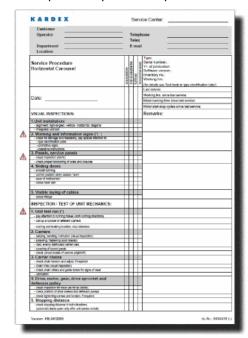
Sincerely, Chelsea Brown Direct: 972-331-8876

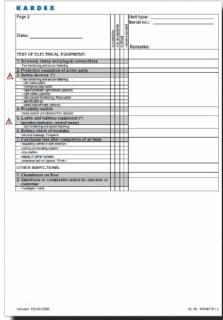
Cell: 214-998-0045 Fax: 888-980-8177

chelseabrown@southwestsolutions.com

Page 1 of 3 Printed on 8/16/2023 SA #8222

Example of Inspection Report:







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:			

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.