

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) GET PO BEFORE ORDERING

Serviceable Item	Serial Number	Manufacturer	ProductType	Location
365	30416	KardexRemstar Inc	Vertical Carousel-Lektriever	Lektriever-Purchasing Office

SERVICE LEVEL OPTIONS

Platinum Plan (Preventative Maintenance, Labor, and Discounted Parts Program)

- * Two scheduled Preventative Maintenance inspection 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.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment: **\$1,317.31**
Program effective dates: 10/1/16 through 9/30/17

For Extended Agreements we will apply a 5% discount on a 2 year price total and 10% discount on a 3 year price total.

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 _____ Title _____
 Department _____ E-mail _____
 Location _____

Service Procedure
 Horizontal Channel

Form: _____
 Serial Number: _____
 Year of production: _____
 Software version: _____
 Installation: _____
 Working time: _____
 No. checks last time or last installation: _____
 Last service: _____
 Working by: _____
 Reason: _____
 Reason during time when not working: _____
 Reason after last service: _____

Code: _____

VISUAL INSPECTIONS:

1. Unit installation:
 - correct installation according to manual
 - correct connection of cables

2. Working and connection status (V1):
 - correct connection of cables
 - correct connection of cables
 - correct connection of cables

3. Safety warning signs:
 - correct connection of cables
 - correct connection of cables

4. Working status:
 - correct connection of cables
 - correct connection of cables

5. Visible layout of cables:
 - correct connection of cables
 - correct connection of cables

REVISION / TEST OF UNIT MECHANICS:

6. Unit test run (V2):
 - correct connection of cables
 - correct connection of cables

7. Cables:
 - correct connection of cables
 - correct connection of cables

8. Working status:
 - correct connection of cables
 - correct connection of cables

9. Working status:
 - correct connection of cables
 - correct connection of cables

10. Working status:
 - correct connection of cables
 - correct connection of cables

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KARDEX

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Date: _____

Unit type: _____
 Serial No.: _____

Remarks:

TEST OF ELECTRICAL EQUIPMENT:

1. Electrical wiring and plug connections:
 - correct connection of cables
 - correct connection of cables

2. Protection insulation of active parts:
 - correct connection of cables
 - correct connection of cables

3. Safety device (V3):
 - correct connection of cables
 - correct connection of cables

4. Protection device:
 - correct connection of cables
 - correct connection of cables

5. Label and status connected (V4):
 - correct connection of cables
 - correct connection of cables

6. Safety device (V5):
 - correct connection of cables
 - correct connection of cables

7. Protection device (V6):
 - correct connection of cables
 - correct connection of cables

OTHER INSPECTIONS:

8. Conditions or comments issued by operator or customer:
 - correct connection of cables
 - correct connection of cables

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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 **A** are subject to inspection.

Examination of the ground conductor system in compliance with EN 60224-1 (BGV A3, see separate test certificate) if necessary a copy if instructed by customer.

Test results depending on country in Germany **correct** **OK** (only of owner)

Inspection label with inspection date: _____ was attached

Date: _____ Signature of service technician: _____

Customer confirmation:
 All maintenance and 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:

Very good (4) Good (3) Satisfactory (2) Not satisfactory (1) Poor (0)

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.

Accepted by: [Signature] Date: 12/8/16

Title: Purchasing Agent

Bill-To Address: _____

City: Laredo State: TX Zipcode: 78040

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.

WEBB COUNTY



Tano E. Tijerina
Webb County Judge

ATTESTED:


Margie Ramirez Ibarra
Webb County Clerk



APPROVED AS TO FORM:


Marco A. Montemayor
Webb County Attorney

*By law, the county attorney's office may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval of their own respective attorney(s).