

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 Managemen

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: 10/17/21 through 10/16/22

\$1,397.53

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

BY REX DEPUTY
2021 NOV -2 AM 11:08
WEBB COUNTY, TEXAS
HARGIS R. IBARRA
COUNTY CLERK
FILED

Example of Inspection Report:

KARDEX Service Center _____

Customer: _____
 Operator: _____ Telephone: _____
 Department: _____ Telex: _____
 Location: _____ E-mail: _____

Service Product: _____
 Horizontal Carcase

Page Number: _____
 V. of production: _____
 Machine version: _____
 Inventory no.: _____
 Working no.: _____
 No. of work units: _____
 To be used on: _____

DATE: _____

REMARKS: _____

GENERAL ASPECTS:

1. **Identification**
 - correct identification labels

2. **Marking and information signs** (*)
 - clear and legible
 - correct placement

3. **General condition**
 - no damage
 - no rust
 - no oil
 - no dirt

4. **Shipping doors**
 - closed
 - locked
 - no damage

5. **Visible laying of cables**
 - correct

INTERNAL WORK - REST OF UNIT MECHANICS:

1. **Unit test** (*)
 - correct
 - no error

2. **Control**
 - correct
 - no error

3. **Control elements**
 - correct
 - no error

4. **Check, control, safety, emergency stop**
 - correct
 - no error

5. **Shipping device**
 - correct
 - no error

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Blatt type: _____
 Serial No.: _____

Date: _____

TEST OF ELECTRICAL EQUIPMENT:

1. **General**
 - correct
 - no error

2. **Safety device** (*)
 - correct
 - no error

3. **Emergency stop**
 - correct
 - no error

4. **Priority**
 - correct
 - no error

5. **Locking and unlocking**
 - correct
 - no error

6. **Emergency stop**
 - correct
 - no error

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100. **Emergency stop**
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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 provisions of accident prevention (BGR A1 and BGR B2/A1) only the items marked (*) are subject to inspection.

Examination of the ground conductor system in compliance with DIN EN 60364-1 (BDE/A1, see separate test card/KarDEX attachment A, only if requested by customer)

Test intervals depending on severity (in Germany: see DIN EN 60364-1 (BDE/A1, see separate test card/KarDEX attachment A, only if requested by customer)

Inspection label with inspection date: _____ will be 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 faultless condition

Date: _____ Signature of technician: _____ Operator: _____

Customer evaluation of our service performance

Very good Good Satisfactory Not satisfactory Poor

Reason: _____

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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.

SERVICE AGREEMENT PROGRAM

SOUTHWEST SOLUTIONS GROUP

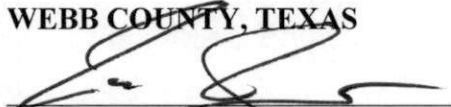
By: Chelsea Brown

Name: Chelsea Brown

Title: Service Agreement Administrator

Date: October 22, 2021

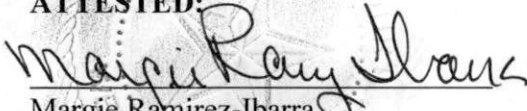
WEBB COUNTY, TEXAS



**TANO E. TIJERINA
WEBB COUNTY JUDGE**

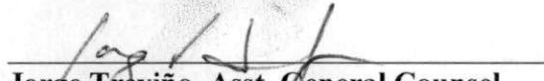
Date: October 21, 2021

ATTESTED:



**Margie Ramirez-Ibarra
Webb County Clerk**

APPROVED AS TO FORM:



**Jorge Treviño, Asst. General Counsel
Webb County Civil Legal Division**

*By law, this 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).