

**PREVENTITIVE MAINTENANCE
SERVICE CONTRACT AGREEMENT**

Company: _____ Contract #: _____

Address: _____ Customer PO #: _____

_____ Contract Price: _____

Contact Name: _____ Phone #: _____

Period of Agreement:

Start Date: _____

End Date: _____

Number of Contract Days: _____ (Enter number of days)

Call Schedule:

1st _____ 2nd _____ 3rd _____ 4th _____ (Enter dates of scheduled visits)

Accepted by: _____
Customer Signature Date

Print Name and Title

Accepted by Graphic Controls LLC by: _____
Sales Rep / Tech Rep Name Date

We offer, for your approval, this service contract program to cover your Graphic Controls LLC purchased equipment.

This service program is designed to enhance your preventative maintenance program by periodically examining your equipment and exercising correction actions before trouble is experienced. It is also designed to cover emergency maintenance calls if they are required. The program provides the opportunity to upgrade your maintenance capability at a minimum cost and save on emergency repairs.

SERVICE CONTRACT ACTIVITY CHECK LIST

The following activities will be performed by your Graphic Controls technician:

- 1.) A complete examination of your Graphic Controls LLC equipment included within this contract
- 2.) Perform a complete Preventative Maintenance diagnostic examination
- 3.) Make corrective adjustments to the equipment covered by the contract if necessary
- 4.) Repair and/or replace defective parts as necessary (parts charged additionally at current prices)
- 5.) Prepare a list of replacement parts where necessary
- 6.) Provide a written report on the condition of your equipment and provide recommendations on future actions to be taken to prevent future problems
- 7.) Check inventory of spare parts and consumables and recommend stocking levels
- 8.) Instruct or train your personnel on proper servicing, adjustments and repairs of your equipment
- 9.) Conduct a formal training class
- 10.) Make adjustments to peripheral equipment as identified below in addition to printer equipment

EQUIPMENT COVERED UNDER CONTRACT

- 1.) S/N _____
- 2.) S/N _____
- 3.) S/N _____
- 4.) S/N _____
- 5.) S/N _____
- 6.) S/N _____

TERMS AND CONDITIONS

Please check number of days and calculate Totals:

Minimum 2 days: _____ = _____

Additional Day(s): _____ @ \$ _____

Total Days: _____

Total Cost: _____

- 1.) Graphic Controls LLC will provide a service technician to inspect and/or service your equipment. This contract will expire one calendar year from the date of acceptance
 - a. Minimum of two days will be charged
 - b. Days cannot be shared among multiple locations
- 2.) The contract price and contract calls are based on regular work hours, Monday through Friday, 8:00AM to 4:30PM
- 3.) Weekend and Holiday work cannot be applied toward a contract call and will be invoiced at an increased service rate
- 4.) Calls can be used by scheduling for preventative maintenance inspections on a routine basis, training and/or for emergency repair
- 5.) In bound travel time to a customer’s location and outbound travel will be at no charge for calls based on regular work hours Monday through Friday
- 6.) Expenses incurred for inbound travel, based on fair and reasonable commercial transportation
- 7.) Graphic Controls LLC will discount off normal service prevailing rates for non-scheduled emergency or routine service calls based on the following matrix:

Regular Hours

Monday through Friday, 7:00 AM to 5:00 PM – In Plant - \$130/hour

Monday through Friday, 7:00 AM to 5:00 PM – Travel - \$50/hour

Overtime Hours

Monday through Friday, 5:00 PM to 7:00 AM/ Weekends – In Plant - \$145/hour

Monday through Friday, 5:00 PM to 7:00 AM /Weekends– Travel - \$55/hour

- 8.) The fee will be pre-paid before the contract is in effect and all invoice terms shall be Net 30 days
- 9.) This contract is non-assignable
- 10.) This contract does not include any repair parts

Graphic Controls LLC undertakes and warrants that services covered by this agreement will be performed to Graphic Controls LLC standards. In the event such standards have not been performed to Graphic Controls LLC standards, as determined by Graphic Controls LLC, the services will be properly performed without further charge, upon receipt of written request made within ten (10) days from the date of such improper performance. In no event, however, shall the liability of Graphic Controls LLC exceed the proper performance of the services rendered or the furnishing of other services necessary to correct the condition of the equipment caused by the negligence of its technician in the performing of such services. It is expressly agreed that Graphic Controls LLC shall not be liable for any other loss or damage direct or consequential, resulting from the performance of such services.