

Service Agreements

Solidstate Controls, Inc. (SCI) Manufacturer's Service Agreements (MSAs) are designed to provide maintenance of purchased systems on a fixed-cost basis for an annual period. Several types of agreements are available. Some are inclusive of travel expenses, labor charges, and parts (excluding batteries). In addition to general emergency repairs, MSAs include options for one (1) Annual Preventive Maintenance (PM) inspection. Comprehensive Service Agreements (CSA) provide coverage from the date of purchase to the end of life of the product. It may be purchased and/or renewed each year for ten years at a fixed annual price (prices are exclusive of batteries or travel and living expenses).

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To: _____ From: _____
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Phone #: _____ Pages: 1 of 6
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Quote #: _____

COMPREHENSIVE SERVICE AGREEMENT

Description
The Solidstate Controls, Inc. (SCI) Comprehensive Service Agreement (CSA) provides protection of purchased systems during their normal operating life. This includes start-up, preventative and predictive maintenance (including replacement services) and managed inventory.

Services
Under the SCI Comprehensive Service Agreement, the following services are provided when requesting service for equipment covered under this Agreement:

- 1) Start-up service
 - a) Pre-Inspection Interview
Site personnel will be interviewed to determine if all installation personnel. Problem areas will be identified and noted on the IS

SERVICE FEATURES

- Manufacturer's Service Agreement-MSA Limited full service
- Comprehensive Service Agreement-CSA Full service

• The Solidstate Controls, Inc. (SCI) Manufacturer's Service Agreement (MSA), is designed to provide maintenance of purchased systems on an annual basis for a one time charge including travel expenses and labor charges. Some sites prefer to maintain their own set of recommended spare parts. Limited full service MSAs are ideal for their needs. This agreement does not provide coverage for parts, but does cover all labor, travel and living costs. Full service is all inclusive, covering repair parts, labor, travel and living expenses. Battery coverage is addressed in the agreement, but is not included in the agreement pricing. In addition to general emergency repairs, SCI will also perform one (1) Annual Preventative Maintenance (PM) inspection, if purchased, to ensure the Client's SCI system is running at proper performance levels.

• The Solidstate Controls, Inc. (SCI) Comprehensive Service Agreement (CSA) is a package of services designed to provide total protection of purchased systems during their normal operating life. This agreement includes the following services: Start-up, preventative and predictive maintenance (including annual, 5th year, 10th year, and scheduled PCB replacement services) and managed inventory (*see Managed Inventory Agreement (MIA) for details*).

In addition, SCI will provide general emergency repair service including parts and labor, during the life of the agreement (excluding batteries). This service agreement may be purchased to include up to ten years of coverage payable on a fixed annual installment basis. This agreement does not include travel and living expenses, which would be billable at cost.