



MAINTENANCE AGREEMENT

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|------------------------|----------------------|
| Customer Name - | <input type="text"/> |
| Address/Company Name - | <input type="text"/> |
| Telephone - | <input type="text"/> |
| Email- | <input type="text"/> |
| Site Address - | <input type="text"/> |
| Maintenance Brief - | <input type="text"/> |

What is this agreement for?

This agreement sets out the agreed frequency and level of maintenance for the aforementioned installation. Automatic Solutions recognises the importance of regular service and maintenance to ensure long life and to minimise downtime of any installation. We also understand that the degree of service and maintenance and the frequency is determined by the complexity of the installation and the requirements of the client.

Frequency of maintenance -

Life of this agreement -

What is the client obligation?

You, the client have two basic obligations. The first is to provide unrestricted access to the installation by Automatic Solutions personnel to carry out service and maintenance work including when required the removal of parts for further service and/or maintenance off site. The second obligation is to pay the agreed service invoice amounts as and when they become due. Any failure of either of these obligations may cause the cancellation of your maintenance agreement and therefore the cover it provides.

What cover does the agreement give me?

Automatic Solutions guarantees that for the life of this agreement they will keep your installation -

- 1) In good servicable order and repair to the same standard as deccribed in your original installation proposal.
- 2) Maintain the original warranty conditions and keep the client free from any costs associated with warranty repairs and rectifications. (Please see your original warranty document for warranty conditions)
- 3) Provide upgrades where necessary where original installed equipment fails to perform to any standard as described in the original installation proposal.

When will my services and maintenance be performed?

All scheduled services and any further required maintenance will be performed during Automatic Solutions normal trading hours and under normal prevailing scheduling restrictions.

What is not covered by this agreement?

Any service or maintenance not covered under normal warranty conditions (Please refer to your original warranty document). For example if a part of your installation is damaged during impact by a motor vehicle this would not be covered under normal warranty conditions and is therefore not covered by this agreement. In general acts of vandalism and/or abuse, accidents or acts of god are not covered by this agreement. Importantly "fair wear and tear" is covered under this agreement - in fact it is what this agreement is all about!

What items in my installation are covered by this agreement?

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Can I opt out of this agreement?

Certainly. At any time during the life of this agreement you may choose to cancel this agreement. Obviously we will require your cancellation in writing and your cover under this agreement will cease as of that day.

Will I be contacted before each service?

Yes. You will be advised by either email and/or telephone before each service call.

What is the cost of each maintenance call?

The cost of each maintenance visit is fixed for the life of the agreement. In real terms the actual cost of maintenance is likely to be lower in early years and rising in latter years but we think that this just adds confusion and uncertainty and have therefore made the decision to offer a fixed fee per service for the life of the agreement.

Your fixed price per service is -

By completing the payment section below you are authorising Automatic Solutions to carry out the service and maintenance plan as described in this agreement and to charge the annual fee when complete to the credit card in the payment section.

PAYMENT SECTION - PLEASE COMPLETE CREDIT CARD DETAILS AND SIGN

I authorise payment for service as per the agreement above -

Name on card -

Card Number -

Card Expiry - Accepted cards -  

Security CCV Code - Date -

Signature -