

- All the Equipment listed shall be inspected and repaired on a quarterly basis, as prescribed in the owner's maintenance manual published by the manufacturer of each piece of Equipment.
- All emergency repairs made due to unexpected Equipment break down will be performed on a time and material basis and will be payable by PO at the time of repairs.
- Contractor shall respond to any of Client's requests for emergency repairs within 72 hours of receiving such a request from Client via phone, fax, e-mail, or other communications method to which the parties may agree, and will have a qualified service technician on site within 5 working days to assess the repairs as needed if those repairs cannot be made remotely.
- Contractor shall ensure that all services provided under the terms of this contract are performed by persons trained and certified as proficient in the provision of the services provided by the Contractor's training program, and in accordance with prevailing industry practices.
- Contractor represents and warrants that all personnel provided by Contractor to do work on Client's equipment are legally eligible to work in the United States of America; and that Contractor complies with all applicable federal and state wage and employment laws, and with all other applicable laws and regulations pertaining to the services provided to Client. Contractor shall provide the client with a schedule for the quarterly services to be provided with appropriate dates for service calls.

Remote Access and Monitoring:

- Remote Access/Monitoring of the system by way of the Web Based Interface and Email Notifications
- Remote Assistance/Support - To provide advice, assistance and training pertaining to the installation, operation and maintenance of equipment (This does not include parts, warranty or onsite visits)
- Assigned Technical Service Manager - Primary technician assigned to monitor system and provide level 1 remote assistance and support.
- Quarterly fee for remote services and monitoring - **\$350 invoiced in advance.**

We value your business and will do our best to continue to earn your loyalty and trust. Please contact our office or me directly if you would like to discuss the above options further.

Thank you.

Sincerely,

Larry Burbach
SVP Commercial Operations

CC: T Martin
P Turgeon

