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MAINTENANCE AGREEMENT



TYPE: FULL SERVICE, IMMEDIATE RESPONSE, TWO PREVENTIVE MAINTENANCE VISITS, TWO BATTERY VISITS.

The contract will provide a (1) year maintenance agreement. Includes two (2) Preventive maintenance (PM) visits and two (2) Battery Maintenance (BM) visits. Corrective maintenance as required. Covering all parts, labor, and expenses under normal wear and tear (excluding batteries and related expenses). Corrective service is 24/7 with immediate response. Phone response less than 1/2 hour. The PM visits will be scheduled during normal working hours, excluding holidays.

The Preventive Maintenance will consist of the following:

- Check all electrical connections for signs of heat.
- Clean unit of dirt and debris.
- Check all fans for proper operation.
- Check and record all voltages readings, using Fluke test equipment.
- Provide full service reports to customer via email.
- Provide any recommendations to enhance customer's uptime and reliability.
- Check all AC and DC filter cap connections.
- Check all electrical nuts and bolts for tightness.
- Check room temperature.

Battery Maintenance will consist of the following:

- Visual inspection of batteries.
 - Visual check of batteries for signs of leakage.
 - Check battery date code.
 - Load test each battery.
 - Provide written report on battery status.
 - Provide recommendations to ensure UPS will operate properly during an outage.
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