



Connecting People with Technology

Maintenance Agreements

We offer many different options to keep your equipment up and running when you need it.

Printer Maintenance Agreement

Reduce the costs of technical services by placing your printers under a yearly Maintenance Agreement. Coverage for parts, labor and preventative maintenance inspections are included in the agreement.

Warranty and Warranty Extensions Services

Further reduce your risk of down-time. Coverage is dependant on the manufacturer's original warranty. Warranty Extensions cover parts and labor beyond the manufacturer's standard length of coverage. Upgrade this service from normal work hours (9x5) to around the clock (24x7) coverage. In addition, upgrade server response times from next business day to priority. Coverage is dependant on individual requirements.

Benefits

- Reduces equipment downtime
- Reduces service costs
- Eliminates multiple POs & invoices
- Provides on-site priority service
- Services performed by vendor-trained and certified technicians
- Covers parts and labor
- Escalated vendor support available
- Single point of contact



Server Maintenance Agreement Options

9x5 Maintenance Agreement Option:

- Monday - Friday, 8AM - 5PM parts and labor coverage for a contracted 12 month period. (Compaq Depot Registration for Compaq servers is included in the contract price.)
- 4 hour on-site response
- Expedite fees are charged for non-standard parts delivery requests

24x7 Maintenance Agreement Option:

- 7 days per week, 24 hours per day parts and labor coverage for a contracted 12 month period.
- 4 hour on-site response
- Expedite fees are charged for non-standard parts delivery requests
- Same Day and Next Flight delivery available for an additional fee

service
expertise
reliability



Maintenance Agreement

**Terms and conditions do apply. Ask for more details.*

Company Name: _____ Date: _____

Contact Name: _____ Customer #: _____

Address: _____ Term: _____

City/State/Zip: _____ From: _____ To: _____

Phone: _____ PO Number: _____

Customer makes appointment for one inspection per year

EQUIPMENT DESCRIPTION	MODEL NUMBER	SERIAL NUMBER	ON-SITE PRIORITY
Master Card/VISA Accepted		SUB TOTAL	

Authority to Proceed

This is a contract that verifies both parties agree to the services described above.

Company _____

Client Representative _____ Date _____

Erb's Representative _____ Date _____

This is not an invoice.

For Acceptance: Sign this form, fax a copy to Erb's at 319.364.2378.

Please keep a copy for your records.



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Terms and Conditions

Erb's Business Machines, Inc. agrees to provide maintenance service for the equipment listed in accordance with the following terms:

1. **TERM:** The term of this agreement shall be for the designated period from the date stated, and from year to year thereafter at the current established annual charges unless terminated by either party on 30 days written notice prior to agreement anniversary date.
2. **SCOPE OF HARDWARE SERVICE:** Erb's Business Machines, Inc. will provide labor and material to maintain any items of the equipment listed. Replacement parts will be new or refurbished parts of like quality and all removed materials will become the property of Erb's Business Machines, Inc. Erb's Business Machines, Inc. will render maintenance service to keep the equipment in good working order. This maintenance service includes scheduled preventive maintenance, based on the specific needs of the individual item of equipment as determined by Erb's Business Machines, Inc. It is understood that the listed equipment at the date hereof is in good operating condition. Erb's Business Machines, Inc. reserves the right to examine equipment prior to any renewal of this agreement and in the event the machine(s) require rebuilding, an estimate will be submitted for customer's approval before the work started. Emergency on-call maintenance service will be provided during normal business hours (8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays). If service is requested by the Customer to be performed outside normal business hours, and if the company has available resources to provide such service, at its discretion, such services will be provided at applicable per call rates and terms then in effect. Response to a service call under this contract will be provided on a best efforts basis.
3. **EXCLUSIONS FROM SERVICE COVERAGE:** Repair of damage due to any cause external to the equipment adversely affecting its operability or serviceability which shall include, but not be limited to fire, flood, water, wind, lightning, or due to neglect, misuse, or any other cause beyond the range of normal usage. Service rendered does not cover setup nor expendable supplies. (Supplies have their own warranty based on manufacturer's stated policy). In the case of microfilm, equipment lamps or expendable parts are not included. In the case of Lektrievers and Kardveyers, motors are not included. Surge protectors, UPS systems, printer cables, network cables, and modem cables are not covered under this contract.
4. **CHARGES AND PAYMENT:** The total annual maintenance charge will be invoiced in advance and payable upon Customer's receipt of the invoice. Any charges for services outside the scope of the coverage of this agreement shall be invoiced separately and are payable as specified in the applicable invoice for such charges.
5. **CUSTOMER'S RESPONSIBILITIES:** It is the responsibility of the Customer to ensure that all of its stored data is adequately backed up. Erb's Business Machines, Inc. will not be responsible to Customer's failure to do so, nor for the cost of reconstructing data stored on disk or tape lost during the course of performance of maintenance services or due to system failure. It is the customer's responsibility to initiate the appointment process for the yearly preventative maintenance inspection included in this agreement.
6. **RETURN TO USE:** In the case of hard drive failure, Erb's Business Machines, Inc. will be responsible for reloading the operating system software required to return the equipment back to an operable state. Under the conditions of this contract, Erb's Business Machines, Inc. is not responsible for restoring network, program or data files. If the Customer prefers not to restore program and data files themselves, Erb's Business Machines, Inc. can provide that service at an additional cost or via a separate support contract.
7. **LIMITATIONS OF LIABILITY:** Maximum liability for Erb's Business Machines, Inc. hereunder shall be an amount not to exceed the total amount actually paid by the customer for services during the applicable term of the agreement and in no event shall Erb's Business Machines, Inc. be liable to any special, indirect, consequential or exemplary damages, including, without limitation, loss of anticipated profits or business opportunities, or for specific performance. Erb's Business Machines, Inc. shall not be responsible for failure to render service due to strikes, unavailability of parts from manufacturer or causes reasonable beyond its control.