



Monitoring System

Hardware Maintenance Agreement

between

ELPRO

and

Sample Customer

Agreement type	Monitoring System Maintenance Agreement
Agreement number	1234567
Effective date	2018.xx.yy

Agreement between:

- a) [ELPRO-BUCHS AG, Langäulistrasse 45, 9470 Buchs, Switzerland](#) (“ELPRO”)
and
b) [Sample Customer, Sample Street, Sample City, 99999, Sample Country](#) (“customer”)

Elements of the agreement

Header	Monitoring System Maintenance Agreement (this agreement document)
Appendix A	Price list or customer specific Offer
Appendix B	Inventory List (list of all the devices covered by this agreement)
Appendix C	ELPRO-BUCHS AG Service Description, On- and Off-Site Service
Appendix D	General Terms and Conditions ELPRO

1. Scope of the agreement

The parties shall conclude an agreement for the provision of services in the areas of maintenance, calibration, support, and troubleshooting for the contractual object located at the customer’s premises. This agreement replaces all previous service agreements between the parties concerning the object of the agreement. Software maintenance is defined in a separate contract.

Object of this agreement	Building: Sample Street, Sample City, 99999, Sample Country, building A Hardware: Monitoring system including all devices listed in Appendix A Service interval: every 12 months
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2. Scope of services

The agreement includes the following services:

Preparation for periodical service	<ul style="list-style-type: none"> ✓ ELPRO reminds the customer at least three months before the due date of the periodical service by suggesting a date for the periodic service and sending the Inventory List (Appendix B) for review. ✓ The customer fixes the date for periodic service within four weeks of receipt of the reminder by e-mail or order. The customer includes any corrections to the Inventory List (Appendix B) with the order. ✓ ELPRO updates the Inventory List (Appendix B) ahead of the periodical service based on the above corrections. ✓ ELPRO organizes the equipment needed for the periodical service.
Carrying out periodical service	<p>Maintenance and calibration of the object of this agreement as described in the Service Description (Appendix C) including the following services:</p> <ul style="list-style-type: none"> ✓ Functional inspection of the measurement chains (a measurement chain consists of: a sensor (or T/rH combined probe), a transmitter, and a data logger) ✓ Test of power supply incl. battery change ✓ Drawing up a manufacturing calibration (a) or ISO 17025 calibration (b) for each of the measurement chains in the Inventory List (Appendix B): ✓ Issuing a calibration certificate for each measurement chain in paper form ✓ Archiving the certificates for 10 years ✓ Recommending the replacement of defective or old components. Carrying out minor maintenance work during the periodical service or major maintenance work on a separate date
Support	<ul style="list-style-type: none"> ✓ Technical support (repairs, troubleshooting, and user training) during the availability periods (Mon–Fri 8:00 a.m.–12:00 p.m. and 1:00 p.m.–5:00 p.m.) by phone, e-mail, or remote access (30 minutes support time per support case included, further support

	<p>at cost).</p> <ul style="list-style-type: none"> ✓ Guaranteed response time of 24 hours on working days (not including weekends and public holidays). Response time is defined as: the time until the initial contact is made by phone, e-mail, or remote access to the customer's system in order for ELPRO to carry out an initial analysis, if this is allowed by the customer's IT department. ✓ On-site support/repairs in consultation with the customer as needed.
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Optional services:

In addition to the services mentioned above, the customer can choose any of the following optional services (please check the box next to the optional service(s) chosen):

<input type="checkbox"/> Continuous monitoring	Ensures continuous monitoring during periodic service according to special labeling in the Inventory List (Appendix B)
<input type="checkbox"/> Alarm monitoring	Monitoring alarm deployment
<input type="checkbox"/> other	

3. Customer responsibilities

The customer must choose an employee to act as the system owner and primary contact person for ELPRO. For the periodical service, the customer must allow ELPRO access to the monitoring system. If the customer makes any changes to the monitoring system, the customer must inform ELPRO regarding these changes.

4. Amendments to or termination of the agreement

Any amendments to the aforementioned key points and/or notices of termination must be made three months in advance.

5. Prices

The applicable prices are set out in Appendix A

Signed for and on behalf of

Signed for and on behalf of

ELPRO

Sample Customer

Name: <Prename, Name>

Name: _____

Title: <Function>

Title: _____

Date: <Datum>

Date: _____

Signature: _____

Signature: _____

Name: <Vorname, Name>

Name: _____

Title: <Funktion>

Title: _____

Date: <Datum>

Date: _____

Signature: _____

Signature: _____