



SERVICE AGREEMENT QUOTE

Webb County
1110 Washington St.
Laredo, TX 78042
Webb County Offices

COVERED ITEMS

We propose to furnish the materials and perform the labor necessary for the completion of the Scheduled Maintenance & Service Program on system(s):

(1) LK 2000

Serviceable Item	Units	Serial Number	Manufacturer	ProductType	Location	QR#
364	1	30415	KardexRemstar Inc	Vertical Carousel-Lektri ever	Lektriever-Risk Management	2007

SERVICE LEVEL OPTIONS

☐ Platinum Plan (Preventative Maintenance, Labor, and Discounted Parts Program)

- * Two scheduled Preventative Maintenance inspections per year.
- * Covers 100% of all Labor Service charges for repairs.
- * 25% discount for all parts required as a result of normal wear & tear.
Does not include operator error or misuse.
- * Subject to the availability of parts.
- * Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment:

Program effective dates: 12/1/24 through 11/30/25

\$1,813.29

For Extended Agreements we will apply a 5% discount on a 2 year price total and 10% discount on a 3 year price total. A one-time in-full payment is required to receive the discounted rate.

Southwest Solutions Group would like to thank you for the opportunity to serve you and our team looks forward to serving you in other areas, please visit our website at www.southwestsolutions.com for more products & services.

Sincerely,
Chelsea Brown
Direct: 972-331-8876
Cell: 214-998-0045
Fax: 888-980-8177
chelseabrown@southwestsolutions.com

Previous Agreement	
Agreement #	8,222
Status	Valid Contract
Expires On	11/30/2024 12:00:00AM
Subscription Length	12 Months

[illegible]

Vertical Carousel Checklist

Owner/Operator _____	
City _____	
Telephone _____	
kardec controls	
Serials #/s _____	Year of Manufacture _____
Model(s) _____	Model(s) _____
Capacity _____	Frequency (times / day) _____
Power _____	Rotation (times / day) _____
Operator _____	Operating time _____
_____	_____
_____	_____
Capacity Red _____	Owner name _____
Location _____	Operating hours (time zone) _____
Serial(s) _____	Owner address (street address) _____

Inspection Procedure/Vertical Carousel (In compliance with 23000)

23000	23001	23002	23003	23004	23005	23006	23007	23008	23009	23010	23011	23012	23013	23014	23015	23016	23017	23018	23019	23020	23021	23022	23023	23024	23025	23026	23027	23028	23029	23030	23031	23032	23033	23034	23035	23036	23037	23038	23039	23040	23041	23042	23043	23044	23045	23046	23047	23048	23049	23050	23051	23052	23053	23054	23055	23056	23057	23058	23059	23060	23061	23062	23063	23064	23065	23066	23067	23068	23069	23070	23071	23072	23073	23074	23075	23076	23077	23078	23079	23080	23081	23082	23083	23084	23085	23086	23087	23088	23089	23090	23091	23092	23093	23094	23095	23096	23097	23098	23099	23100	23101	23102	23103	23104	23105	23106	23107	23108	23109	23110	23111	23112	23113	23114	23115	23116	23117	23118	23119	23120	23121	23122	23123	23124	23125	23126	23127	23128	23129	23130	23131	23132	23133	23134	23135	23136	23137	23138	23139	23140	23141	23142	23143	23144	23145	23146	23147	23148	23149	23150	23151	23152	23153	23154	23155	23156	23157	23158	23159	23160	23161	23162	23163	23164	23165	23166	23167	23168	23169	23170	23171	23172	23173	23174	23175	23176	23177	23178	23179	23180	23181	23182	23183	23184	23185	23186	23187	23188	23189	23190	23191	23192	23193	23194	23195	23196	23197	23198	23199	23200	23201	23202	23203	23204	23205	23206	23207	23208	23209	23210	23211	23212	23213	23214	23215	23216	23217	23218	23219	23220	23221	23222	23223	23224	23225	23226	23227	23228	23229	23230	23231	23232	23233	23234	23235	23236	23237	23238	23239	23240	23241	23242	23243	23244	23245	23246	23247	23248	23249	23250	23251	23252	23253	23254	23255	23256	23257	23258	23259	23260	23261	23262	23263	23264	23265	23266	23267	23268	23269	23270	23271	23272	23273	23274	23275	23276	23277	23278	23279	23280	23281	23282	23283	23284	23285	23286	23287	23288	23289	23290	23291	23292	23293	23294	23295	23296	23297	23298	23299	23300	23301	23302	23303	23304	23305	23306	23307	23308	23309	23310	23311	23312	23313	23314	23315	23316	23317	23318	23319	23320	23321	23322	23323
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Horizontal Carousel Checklist

KARDEX		SERVICE CENTER	
Customer		Telephone	
Operator		Taxes	
Department		E-mail	
Location			

	DATE	TIME	BY	
Service Procedure Horizontal Carousel				T-101 1. Serial Number 2. # of positions 3. Software version 4. Loading file 5. Unloading file 6. # of Positions, Card Stock, & Tape Inventory Status 7. Card Service 8. Loading file, Serial Number Service 9. Station Inventory Status and Card Inventory 10. Station and Card Inventory Status Service
DATE _____				Remarks:
Visual Inspection				
Visual Inspection 1. Visual inspection of the unit 2. Visual inspection of the unit 3. Visual inspection of the unit 4. Visual inspection of the unit 5. Visual inspection of the unit 6. Visual inspection of the unit 7. Visual inspection of the unit 8. Visual inspection of the unit 9. Visual inspection of the unit 10. Visual inspection of the unit				
Functional Inspection 1. Functional inspection of the unit 2. Functional inspection of the unit 3. Functional inspection of the unit 4. Functional inspection of the unit 5. Functional inspection of the unit 6. Functional inspection of the unit 7. Functional inspection of the unit 8. Functional inspection of the unit 9. Functional inspection of the unit 10. Functional inspection of the unit				
Performance Test of unit performance 1. Performance test of unit performance 2. Performance test of unit performance 3. Performance test of unit performance 4. Performance test of unit performance 5. Performance test of unit performance 6. Performance test of unit performance 7. Performance test of unit performance 8. Performance test of unit performance 9. Performance test of unit performance 10. Performance test of unit performance				
Final Inspection 1. Final inspection of the unit 2. Final inspection of the unit 3. Final inspection of the unit 4. Final inspection of the unit 5. Final inspection of the unit 6. Final inspection of the unit 7. Final inspection of the unit 8. Final inspection of the unit 9. Final inspection of the unit 10. Final inspection of the unit				

ACCEPTANCE PAGE FOR SERVICE AGREEMENT

Webb County, Webb County Offices

Please **CHECK** the option of choice, authorize below, and return a copy to Southwest Solutions Group via email chelseabrown@southwestsolutions.com, please retain original for your records. **Payment terms are Net 30. Quote expires 4/30/2025.**

Accepted by: _____ Date: _____

Title: _____

Bill-To Address: _____

City: _____ State: _____ Zipcode: _____

Purchase Order # if appropriate: _____

Accounts Payable Email: _____

OTHER NOTES

Preventative Maintenance, Service and Repair calls are provided during Southwest Solutions Group's normal work hours Monday - Friday, excluding holidays.

Normal response time: A technician will be en-route within 24 hours upon receiving the service request.

24/7 response time: A technician will be en-route within 4-6 hours upon receiving the service request.

This Agreement does not cover repairs for damages caused by acts of God, vandalism or misuse.

Southwest Solutions Group is not responsible for delays or failure to furnish parts or service caused by acts of God, labor unrest, failure of transport or operational errors and causes beyond the control of Southwest Solutions Group.

To help ensure proper operation, you should perform all routine periodic housekeeping duties as outlined in your system's operating manual. You must ensure no foreign matter or debris falls into areas that may hinder normal operation of the equipment, resulting in equipment failure.

Coverage under this Agreement will be voided if the equipment is dismantled, relocated or substantially modified without prior approval from Southwest Solutions Group.