



CITYBLUE  
TECHNOLOGIES

www.citybluetechologies.com

**HP PREVENTIVE MAINTENANCE CONTRACT**

CUSTOMER: \_\_\_\_\_ EQUIPMENT: \_\_\_\_\_  
\_\_\_\_\_  
S/N: \_\_\_\_\_  
\_\_\_\_\_

Initial term of agreement: \_\_\_\_\_ to \_\_\_\_\_

Annual Preventive Maintenance Contract Charge: \$325.00

CityBlue Technologies agrees to perform the above-mentioned service, contingent on the following:

1. Service will be performed between 8:00 a.m. and 5:00 p.m. Monday through Friday.
2. Preventive maintenance will be performed 2 times per year and will include the following:
  - a. Cleaning includes:
    - Encoder
    - Spittoon
    - Service Station
    - Internal drive and carriage assembly
  - b. Lubrication of moving parts:
    - Slider rods
    - Carriage roller
    - Drive gear
  - c. Calibrations and adjustments as needed
  - d. Performance test of plotter
  - e. Service report of machine (Service Ticket)
  - f. Travel and hourly charges for preventive maintenance visits are included in this contract.
  - g. Telephone support for HP (machine only) is included in this contract.
  - h. Emergency service calls, outside of this preventive maintenance contract will be performed as requested by customer, in a timely manner and will be billed according to the standard CityBlue hourly rate schedule. Parts will be discounted at 5% off list price.
  - i. Equipment must be in acceptable working condition before accepted under contract. Any repairs required to restore equipment to acceptable mechanical condition will be at standard, non-contract rates.
  - j. Network Connectivity, after completed installation, will not be covered under this contract. We will provide limited telephone support to qualified customer IT staff. On-site support will be billed at \$135 per hour. Travel for this support is included in this contract.
  - k. Unless either party provides written notice at least forty five (45) days before the end of the initial term of this agreement, it shall renew automatically for another year at the same price and on the same conditions. CityBlue Technologies may increase the charges made for service provided under this agreement effective for any renewal term upon no less than thirty (30) days written notice.

Accepted by: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Print Name/Title: \_\_\_\_\_

Accepted by: \_\_\_\_\_  
CityBlue Representative  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Print Name/Title: \_\_\_\_\_