



CITYBLUE
TECHNOLOGIES

www.citybluetechologies.com

OCÉ PREVENTIVE MAINTENANCE CONTRACT

CUSTOMER: _____ EQUIPMENT: _____
_____ S/N: _____

Initial term of agreement: _____ to _____
Annual Maintenance Charge: _____
Initial Meter Reading: _____

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. Copy quality check
 - b. Machine cleaning and inspection
 - c. Minor adjustment of settings
 - d. Service report of machine (Service Ticket)
 - e. Maintenance parts:
 - i. Corona wires – as needed.
 - f. TDS Systems will include:
 - i. Systems diagnostics
 - ii. Back-up of system settings
3. Travel and hourly charges for preventive maintenance visits are included in this contract.
4. Telephone support is included in this contract, including telephone support on network connectivity.
5. 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 CityBlue rate schedule. Service performed will be billed at standard CityBlue hourly rates. Travel is included at no extra charge. Non-maintenance parts will be discounted 25% off list.
6. Equipment must be in acceptable working condition as determined by a CityBlue Service Technician before accepted under contract. Any repairs required to restore equipment to acceptable working condition will be at standard, non-contract rates.
7. Optimum performance of the equipment can be guaranteed only if supplies are provided by or approved by CityBlue Technologies.
8. This contract does NOT cover technician labor for machine relocation. Machine relocation will be charged 2 hours of technician labor at \$140.00 per hour.
9. Other conditions:
 - a. Location and electrical requirements must be met for optimal performance. Performance cannot be guaranteed in substandard conditions and can be detrimental to machine.
 - b. If the customer fails to use “manufacturer approved supplies” (toner and paper) in the machine, this contract will no longer be valid and the customer must pay the non-contract rates for replacements parts and labor to repair damage created by the use of non-manufacturer approved supply items.
 - c. Carelessness and/or misuse will include, but is not limited to, negligence in not changing the toner waste bag when the new toner is installed.
10. 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.
11. 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 terms and conditions. CityBlue Technologies may increase the charges 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 Title: _____

Accepted by: _____
CityBlue Representative
Signature: _____
Date: _____
Print Title: _____