

Description of Service for: Agreement # 804

## Wave Imaging Service Agreement: PM Contract: Preventive Maintenance Service Contract I

### *Terms and Conditions of Sale and Service*

A) Two preventive maintenance visits per year.

A preventive maintenance visit includes cleaning, lubricating, performing routine diagnostic tests, and electrical safety tests and adjusting mechanical or electrical components as needed. Each service visit includes labor and travel.

B) Discount on parts and labor.

The customer is entitled to a 20 percent discount on parts, labor, and travel during the agreement year for repairs only on the system(s) covered by this agreement.

C) Coverage period.

The standard coverage period is Monday through Friday, from 9 a.m. to 5 p.m.

D) Response time.

For customers within 100 miles, the typical response time for on-site service is the next business day.

E) Discounted off-time and holiday rates.

### **Limitations**

A) Wave Imaging is the only parts & labor provider during this contract. No other person/persons may service or supply parts for system, unless authorized by Wave Imaging.

B) All replacement parts are supplied with the exchange of defective parts only.

C) The following terms are not supported by Wave Imaging: Software support, data reconstruction, on-site application consulting, network performance malfunction, environmental or RF interference, customer inflicted damage, supplies and consumable parts.

D) Customer reserves the right to cancel this contract upon (60) days written notice to Wave Imaging.

E) Wave Imaging may terminate this agreement at any time, due to failure of monthly payment or customer fails perform or observe any condition of this agreement.

### **PM Check List**

Clean System Interior/Exterior  
Keyboard Test  
Check Switches/Control Knobs  
Clean System Filters  
Power Supply Voltages  
Check Monitor Check Transducers  
Clean VCR Heads  
Read Error Log Image Evaluation  
Clean Print Heads  
Electrical Safety Test  
Run Extended Test  
Check Physio  
Tee Safety Test & Inspection

Agreed: \_\_\_\_\_  
Authorized Signature Title Date