

## LaFace & McGovern Associates – Service and Maintenance Agreement

### Our Promise to YOU....

*LaFace & McGovern is committed to providing you with first class quality of products as well as first class representation and professionalism to your company. Assuring you have a fully functional system that meets your needs initially is just the beginning, continuing to care for you and your system is our focus. Our service offerings will surely capture your needs and our commitment to you is to provide you the expertise and partnership that you expect for years to come.*

### Level A

**\$ 540.00**

Phone Assistance – LaFace & McGovern Certified Field Technician to provide end user designated representative technical support via telephone if applicable. End User designated representative must be present in the facility at the lighting control processor location. Available services include (manual overrides, and adjustments to time schedules). Diagnostics, troubleshooting and light level adjustments require Level B service plan and up. Credit Card number must be provided at scheduled time of phone call. Scheduling Dial in (412) 854.3200 – Bobbi Lofstrom or [services@lface-mcgovern.com](mailto:services@lface-mcgovern.com)

### Level B

**\$1,080.00**

On Site Visit – LaFace & McGovern Certified Field Technician to provide end user with one (1) full day of on-site field service assistance. End user designated representative must be available to the Field Technician while on site. Available services include (manual overrides, time clock adjustments/creations, full system diagnostics, troubleshooting, re-zoning of lighting, light level adjustments, sensor adjustments, etc.) Typical lead time for scheduling on-site visits is 10-15 business days. Payment of Level B Plan allows for priority response of seventy two (72) hours. Scheduling Dial in (412) 854.3200 – Bobbi Lofstrom or [services@lface-mcgovern.com](mailto:services@lface-mcgovern.com)

### Level C

**\$3,800.00**

Diagnostic/Preventative Maintenance Plan – LaFace & McGovern Certified Field Technician will provide quarterly on site scheduled visits for term length of one (1) year. Plan visits include full system diagnostics, system firmware updates if applicable, full system hardware check, full system functionality check and system re-training to end user if necessary. Bobbi Lofstrom will contact owner representative to schedule visits and to notify them of upcoming visits.

### Level D

**\$5,800.00**

Unlimited On-Site Visits – LaFace & McGovern Certified Field Technician will provide end user with unlimited on-site visits for a period of twelve (12) months from executed contract date. End user will be granted priority response of forty eight (48) hours to all requested visits. Available services include all listed above in any of the prior plan levels. Scheduling Dial in (412) 854.3200 – Bobbi Lofstrom or [services@lface-mcgovern.com](mailto:services@lface-mcgovern.com)



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**ALL ABOVE RATES ARE SUBJECT TO NORMAL BUSINESS HOURS (MON-FRI; 7AM-6PM). AFTER HOUR VISITS ARE AVAILABLE UPON REQUEST FOR ADDITIONAL RATE CHARGES.**

**General Notes:**

- Items NOT covered under any of the Service levels:
- Additional product installation
- Any on-site labor other than noted above
- Any line voltage troubleshooting
- Cost of any additional equipment necessary for troubleshooting or adjustments (lifts, ladders, etc)
- Cost of any replacement parts needed due to defect (outside of warranty term) or damage
- Any service or support of components not provided by manufacturers listed in agreement
- Any time associated and equipment replacement required for material determined to have damage, malfunction, inoperable error or defect diagnosed as caused by abuse, misuse or neglect.

**Project Agreement**

Contact Name \_\_\_\_\_

Contract Date \_\_\_\_\_

Business Name \_\_\_\_\_

Date Expires \_\_\_\_\_

Address \_\_\_\_\_

System Manufacturer(s) \_\_\_\_\_

\_\_\_\_\_

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_