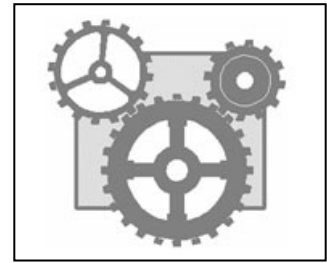


RPM GARAGE DOOR & GATE SERVICE INC
2423 W HUBBARD ST
CHICAGO, IL.60612



Benefits of a Maintenance Program

- Increased Efficiency & Reliability
- Extend the Life of your Equipment
- Reduce the Probability of Malfunction
- Decrease Long Term Repair Expense
- Obtain Priority Scheduling for Service
- Establish a Relationship with Trained Professionals

As with all equipment, planned maintenance can extend its life and assist in the prevention not only of costly repairs, but also possibly accident and injury to your personnel.

A routine checking of essential components will ensure the equipment is functioning as designed and is structurally safe.

Overview of Preventive Maintenance

The purpose of this program is to establish a consistent routine of maintenance for the following equipment while providing for the purchase of repair parts and labor or emergency service as required.

Description of the equipment

Longer life, more reliable product performance and early detection of any possible operational malfunctions are the objective of our Preventive Maintenance Program (PMP)

As a Property Owner/manager you are sensitive to maintenance costs and the need for reliability and security provided by your equipment. When this equipment is out of action it can result in additional expense for added security or even a facility that is not secure. It is essential your equipment is properly maintained to minimize these possibilities

Through this program you can expect to decrease the volume of problems. This is accomplished through periodic inspections combined with proper lubrication and adjustments described in the following pages. To maximize the effectiveness of this program a priority file will be established for you, this file will contain the following information

A. Detailed Map showing the location of each item of equipment covered by the PMP. This will simplify communications when requesting repair services.

B. Specific information relating to your equipment. Manufacturer, Model and serial number plus any additional data that will assist in the prompt response of personnel and equipment needed to provide fast effective service.

C. Contact Information for authorized officers for your facility, telephone numbers and email addresses. Code numbers of all Access devices and copies of any keys specifically required to service the equipment.

D. A detailed record of all inspections and service. The results, actions taken and any required actions, will be provided to you after each site inspection, a copy of which will be retained in your file.

This Periodic Maintenance Agreement is NOT a guarantee against failure of, or damage to the designated equipment. It should be considered as an asset in the overall effective management of your facility. This program provides for routine inspections in accordance with the agreed terms and conditions.

This program does not offer extended warranty nor does it relieve the owner/manager from the daily responsibilities of good housekeeping and the proper operation of the equipment.

Warranty

RPM Garage Door & Gate Service Inc. warranties all service and repair work for 90 days from completion of work, or date of invoice, whichever is the latter. Warranty will be voided if the total work recommended by RPM is not authorized by the Customer. Any new parts or materials supplied by RPM will carry the warranty as given by the manufacturer for replacement or repair, as specified by that manufacturer. The warranty to replace defective parts shall not include labor or service charges after the 90 day period which shall be charged at the prevailing rate.

New installations of operators and ancillary equipment will carry the manufacturer's warranty in addition to 1 year labor and service warranty from RPM with the exception of door or gate locks which shall be warranted by RPM for 90 days for labor and service charges only.

RPM Will always try to resolve warranty claims in a responsive and satisfactory manner and will always undertake to negotiate with the manufacturer for the best interests of the customer.

Site Diagram

Conditions Of Agreement

Conditions of the Maintenance and Periodic Inspection are as follows:

- 1) The program covers normal maintenance limited to routine inspections, adjustments, lubrication and tightening of fasteners. It does not include any replacement parts, unless covered by warranty, or labor charges for their installation unless covered by warranty, if any are required after inspection.

Periodic inspections and maintenance as outlined on the attached checklist will be conducted as per the schedule noted below

Monthly Quarterly Semi-Annually Annually Other (Specify)

This program will cover the equipment described on Page 1

The total sum for periodic PMP shall be \$

OPTIONS

Please indicate which of the following options will comply with this agreement with reference to any repairs or parts that may be needed after inspections are completed:

(A) Necessary minor replacement parts or repairs up to the amount of \$ will be installed or completed when performing preventive maintenance and invoiced as extra to the agreed upon fee for such inspections.

(B) A detailed list of recommended replacement parts will be supplied after each inspection with a quoted price for parts and installation. Authorization is to be obtained prior to proceeding with any additional work.

- 2) Work performed under this agreement will be conducted during normal working hours between 7AM and 4PM Monday through Friday. This agreement does not cover emergency calls which will be charged in accordance with our emergency and overtime fee schedule, a copy of which is attached to this agreement.

- 3) This PMP will not cover any of the following:

- a) Damage to the equipment
- b) Electrical problems caused by incorrect voltage, lightning strikes or power surges
- c) Problems relating to weather conditions which may be influencing the correct operation of the equipment.

- 4) RPM Garage Door & Gate Service Inc shall not be held liable for specific, incidental or consequential damage or losses caused by any acts beyond the reasonable control of RPM Garage Door & Gate Service Inc or abuse of the specified equipment by others.

Conditions of Agreement (Cont'd)

- 5) Service will not be rendered under this agreement in any cases that the customer has a past due account.
- 6) All equipment must comply with any and all safety guidelines issued by the appropriate authorities before this agreement shall commence. A copy of the guidelines will be provided.
- 7) It is agreed that either party to this agreement will have the right to cancel this program at any time with written notice.
- 8) This agreement shall not become effective until the specified equipment has been inspected and accepted by RPM Garage Door & Gate Service Inc.

Date Of Inspection:

Technician:

Agreed by

Customer Name

Signature

Title

Address

Tel:

Fax:

email:

Date:

For RPM Garage Door & Gate Service Inc

Name

Signature

Title

Tel: 312 226 4949

Fax: 312 226 4950

email: rpm_biz@att.net

Date: