



What comes with your Annual Service Agreement

Response Time:

We are committed to the fastest response times in the industry.

Time from your call to our phone call response: 1 hour

Time from your call to our arrival: 24 hours

To initiate a service call just call toll free 1-866-667-4836

Annual Preventative Maintenance:

Under the terms of a service agreement preventative maintenance is performed on each piece of equipment. This maintenance includes lubrication, setup to factory settings, replacement of worn parts and general cleaning.

Preventative maintenance is critical to the longevity and productivity of your equipment.

Complete Equipment Coverage:

The following list details what is covered under an Annual Service Agreement:

- Annual Prevent Maintenance
- Unlimited Emergency Service
- All Trip Charges
- All Labor Charges
- Most Parts
- Operator Training
- 8 am – 8 pm staffed dispatch office

We are committed to doing whatever it takes to keep your equipment running like new and to help you run at maximum productivity.

Service Exclusions:

There are very few items that are not covered under an annual service agreement. These items are listed below:

- Damage Caused By Customer Abuse or Neglect
- Rubber Rollers
- Circuit Boards
- Consumable items such as sheet separators and cutter blades
- Retro-fits and upgrades

Annual Rates

See the attached form for rates on your specific equipment

Time and Material Rates

If you choose to service your equipment on an “as needed” basis, the following rates would apply:

Travel ~ \$45.00 per hour
Labor ~ \$105.00 per hour
Parts ~ As Needed

Thank you for considering OnSite Maintenance for service on your equipment. We pride ourselves on great customer service, highly trained technicians and prompt response times.

Please don't hesitate to contact me with any questions you may have about this bid or to begin your service contract.

Sincerely,

John L. Anderson
OnSite Maintenance Center
801-433-1236