

October 6, 2006

Quote: EI60306FS

Customer Name
Contact Name and Title

Dear Contact Name,

Service Solutions is pleased to submit the following Full Service/Maintenance proposal for **Customer Name** MRI unit CZ-99.

The following list represents the nine critical inspection or maintenance items that will be inspected, maintained, serviced or repaired during each visit. All systems that are inspected, maintained serviced or repaired will be documented for the purposes of compiling complete maintenance records for **Customer Name**, Service Solutions maintenance and warranty records and to meet the Department of Transportation inspection regulations.

HVAC System	Slide-out system
Humidifier	Hand Held Fire Extinguishers
Generator	Hydraulic Lift
Air-Ride Suspension System	D.O.T. Inspection Items
The general condition of the trailer.	

Each item or system scheduled for planned maintenance will be serviced or maintained according to AKSV Service Solutions maintenance schedules not to exclude all original equipment manufacturers (OEM) maintenance schedules and recommendations.

A complete maintenance folder will be supplied to each mobile unit for the purposes of communication between **Customer Name** operations personnel and the Service Solutions field service technicians. This folder will also house copies of all service and maintenance records to include a copy of the Preventative Maintenance Checklist completed by our field technicians.

Master Agreement

- The unit operated by **Customer Name** that is placed on the annual full service/maintenance Agreement will receive four (4) operating inspections covering the work outlined in the AKSV Service Solutions Preventative Maintenance Checklist(s).

- If additional services or repairs are required, AKSV Service Solutions maintenance personnel will make said repairs under the agreement. If repairs are deemed necessary due to customer mis-use then a quote for repairs will be issued to **Customer Name** prior to any work being performed.
- Maintenance items that are included with each planned maintenance visit are: Fluids, lubricating grease, belts, filters, fuses and light bulbs / lamps.
- Items that are not included with the service contract are: Tires, brakes, suspension components and complete and catastrophic failures of the generator and HVAC systems. If the generator or HVAC system is deemed to fail completely by an authorized AKSV service person or qualified 3rd party vendor, a quote for replacement cost will be issued to Austin Radiological Association for approval. Generator items not covered are failure of the stator and rotor and HVAC items not covered are the compressor.
- All travel labor hours and travel related expenses are included

It shall be the responsibility of **Customer Name** to insure that Operations Manuals and OEM Maintenance Procedures are stored within the unit that was manufactured by AK Specialty Vehicles to be utilized as reference material by the Service Solutions field technicians.

Pricing

The unit placed on the service/maintenance agreement will be invoiced at a rate of **\$20,000.00**. The term of this agreement shall be automatic renewal. Termination shall be in the form of written notice from the customer at least 60 days prior to anniversary date.

After the first twelve (12) months, the price is subject to an annual escalation based on cost changes in overhead and labor rates.

Scheduling

All scheduling for planned maintenance visits will be handled between designated **Customer Name** operations, fleet or maintenance personnel and Service Solutions in-house maintenance coordinators. Any unit that has recently been serviced upon start up of the program will be placed into the schedule at its next regular interval.

Time and materials service calls

Does not apply. Full service contract.

Response Times

Response times may vary due to a variety of conditions such as previously dispatched field service personnel and weather conditions. However, Service Solutions will make every effort to respond to **Customer Name**'s request for service in the most expeditious manor.

Service Solutions will dispatch and within reason have a field service technician on site to a unit deemed to be in a hard down situation due to trailer mechanical failure within three hours.

Service Solutions will dispatch and within reason have a field service technician on site to a unit deemed to be in a non-critical or hard down situation within five hours.

Please feel free to give me a call should you have any questions or concerns.

Respectfully,

AKSV Service Solutions

Larry Brewer
Service Manager
Service Solutions
A division of AK Specialty Vehicles

Accepted by: _____ Date: _____

Customer Name

Activation Date: _____

Purchase Order: _____