

October 6, 2006

Quote: NS33106PM

**Customer Name**  
**Contact Name and Title**

Dear **Customer Name**,

Service Solutions is pleased to submit the following Planned Maintenance proposal for the GE MRI Unit at **Customer Name** – AM-999 VIN 1S9FA482721182465.

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

Each item or system scheduled for planned maintenance will be serviced or maintained according to AKSV Service Solutions stringent 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 an Annual Preventative Maintenance Agreement will receive no less than four (4) planned operating inspections covering the work outlined in the AKSV Service Solutions Preventative Maintenance Checklist.
- If additional services or repairs are required (outside of the one year warranty), AKSV Service Solutions maintenance personnel will make specific recommendations, including tasks required, pricing and timing. Upon customer agreement, work will be performed according to specifications in a timely manner.
- Maintenance items that are included with each planned maintenance visit are: Fluids, lubricating grease, belts, filters, fuses and light bulbs / lamps.
- Maintenance items that are not included with each planned maintenance visit are: Tires, brakes, suspension components, batteries, Freon, fire suppression apparatus, intrusions alarm systems, Generator components, HVAC compressors or similar apparatus or components subject to wear or burn out through usage.
- All travel labor hours and travel related expenses to and from the closest AKSV Service Solutions Service Center is included in this agreement.

Any mobile unit found not to be in proper working order will be documented through the process mentioned above and arrangements will be made to bring this unit up to appropriate operational condition prior to the beginning of the maintenance program on said unit.

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 a 1 year Preventative Maintenance Agreement will be invoiced at a rate of **\$7,800.00**. Invoicing can be split between quarterly billings as services are performed. The term of this agreement shall be Automatic Renewal, (unless otherwise

noted) commencing on the service renewal date. To cancel this contract, AKSV Service Solutions must obtain written notice thirty (30) days before the next scheduled service date.

## **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**

All maintenance services provided outside the scope of the above mentioned agreement will be handled on a time and materials basis.

Standard labor rate: \$ 80.00 per hour  
Standard travel labor rate: \$ 50.00 per hour  
Holiday / weekend labor rate: \$120.00 per hour  
Travel related expenses invoiced at cost  
Spare parts and materials at current rates.

## **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 manner.

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 five 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 eight hours.

# **Service Solutions**

A Division of **AK Specialty Vehicles**

I trust that you will find that this proposal is a solution to your preventative maintenance needs. I look forward to becoming a valued partner with you and your staff to provide the finest quality maintenance solutions for Customer Name. Please feel free to give me a call should you have any questions or concerns. I can be reached at the Harvey, IL facility by calling my direct line 708-333-8809.

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 Number: \_\_\_\_\_