

**SHARP ELECTRONICS COPIER
MAINTENANCE SERVICE AGREEMENT
TOTAL RESPONSE PACKAGE (TRP)**



**KY EDUCATION DEVELOPMENT CORP.
ATTN: TESSA LOVE, DIRECTOR**

AUGUST 17, 2021

**MACHINE LOCATON: 65 PUBLIC SQUARE, LANCASTER, KY 40444
KY SKILLS U - GARRARD CO. ADULT EDUCATION**

ID #8067

<u>MODEL</u>	<u>SERIAL NO.</u>	<u>COPY METER</u>	<u>BEGIN DATE</u>	<u>TRP/COPY</u>	<u>COPY LIMIT</u>	<u>TOTAL</u>
MX-M264N	45054413	198,553	07/01/21	\$.017	30,000	\$510.00

GENERAL TERMS

For the purpose of helping to maintain the equipment listed above in efficient operating condition, we hereby authorize STANDARD BUSINESS MACHINES to furnish mechanical service for both preventative maintenance and emergency repairs. This TRP program includes labor, parts, travel time, mileage, and supply items such as toner, developer, drums, drum accessory kits, fuser rollers, fuser cleaning kits, cleaner rollers and PM kits. It does not include paper or staples. Renewal TRP maintenance billings will be billed in advance at current prevailing rates. Applicable sales tax is included.

For networked/connected systems, SBM will install the Sharp applications on up to three workstations and request Customer's I.T. representative be on hand to learn this procedure whereupon the I.T. representative can install all remaining workstations. This contract does not include the re-programming of a networked/connected digital copier system due to any software or hardware changes or upgrades initiated by the Customer. Your I.T people should be able to handle these requests. If SBM is requested for programming or reconnection service calls, the department will be charged at SBM's prevailing hourly service rate. For example: If a Customer/Department gets a new computer (PC or laptop) after the copier's initial set-up is done, they will be subject to charge if SBM is requested to reload printer drivers or scanning tools.

It is understood the equipment covered by this TRP agreement is in good working condition at the time of acceptance. If not, an estimate will be given describing the repairs necessary to render the machine compliant with Sharp specifications. Service is available during STANDARD'S regular working hours of 8:30 A.M. to 5:00 P.M., Monday through Friday, except legal holidays. Standard shall not be liable for non-performance caused by circumstances out of its' control including, but not limited to abuse, misuse, vandalism, fire, work stoppages, civil disobedience, riots or weather related phenomenon. Such service will be rendered after the CUSTOMER has approved a written estimate of additional charge. The CUSTOMER is responsible for all labor and supply charges due to misuse by installing incorrect and/or non-Sharp supplies in the copier. If the CUSTOMER changes locations and needs to move this equipment, relocation of equipment by STANDARD personnel may be subject to a separate charge. Please call SBM Service Manager for potential charge information. If the CUSTOMER or a third-party mover relocates the equipment and a service call and/or damages result, such services rendered would be subject to charge.

The CUSTOMER is required to have at least one person, or more, trained as "key operator" on the copier. This key operator should know how to load paper properly, replenish toner, remove misfeeds and reset status codes on the machine. The key operator should be notified if any machine malfunction occurs and, in most cases, should be the one to report the service call problem, with a definitive description of the problem, to STANDARD'S service department. If it becomes necessary for a machine to be brought into our shop for repairs, STANDARD, at the request of the CUSTOMER, will endeavor whenever possible to provide a suitable loaner. The CUSTOMER will be billed for the number of copies made on the loaner @ \$.02 per copy.

This contract covers your machines for one year or for the stated copy limit. Contract status and rate will be evaluated each year to determine if any adjustments need to be made. This contract may be terminated by either party upon 30 days written notice. **Upon termination of this contract, or decline of TRP contract renewal, the CUSTOMER is responsible for, and subject to a charge for, the remaining value of the supply items installed by STANDARD whose useful life has not expired according to the manufacturer's expected copy volume for the specific supply item. These charges will be calculated on a pro-rated, per-copy basis from the manufacturer's retail price.**

CUSTOMER


STANDARD REPRESENTATIVE

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