

# APPLIED IMAGING

## Hardware Maintenance Plan

### Customer Information

Muskegon County EEO  
990 Terrace Street  
Muskegon, MI 49442

Main Contact  
Meter Contact  
E-Mail

Lisa Chalko

Meter Phone

Meter Fax

Date	5/5/2014
Customer Representative	John Dusseljee
Meter Type	FM Audit
Billing Frequency	Monthly
Contract Start Date	

B/W	
Color	
B/W Printer	\$
Color Printer	\$

MP C4503	\$	0.00440	\$	0.05900	\$	-	-	-
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1. This agreement allows for an unlimited number of unscheduled maintenance calls, provided the calls are not a result of operator negligence. Applied Imaging's responsibility with this agreement ceases if the equipment covered is repaired or adjusted by any person other than an authorized Applied Imaging. Technical representative, or the supplies used are not authorized or approved by Applied Imaging.
2. Service shall be provided without additional charge 8:00 a.m. to 5:00 p.m. Monday through Friday (except National holidays), unless other arrangements have been made.
3. The maintenance service plan includes all necessary parts with the following exceptions:
  - a. Cassettes, master units, exit trays, work trays or any item that is not related to the electromechanical operation of the equipment.
  - b. Parts damaged by fire, water, other acts of nature, misuse or negligence on the part of the customer or operators of the equipment
  - c. Any software system or related connectivity support.
4. Maintenance with supplies agreements include toner, developer and photoreceptor (drum). These agreements do not include paper, staples or shipping.
5. It is the customer/user's responsibility to provide power that meets the specific requirement needs as well as proper service access space around the equipment. If either one or both of these conditions are not met, Applied Imaging reserves the right to suspend this protection plan until the power deficiency is corrected and/or adequate service space is provided.

### COMMENTS

Add to Muskegon County Contract

Customer Acceptance		Signature / Decline Maintenance	
Authorized Signature/Date	Print Name Title	Signature	Date
	Heath Kaplan, Finance & Management Services Director		5/5/2014

# Connectivity Support Agreement



## Multi-Functional Device (MFD) and Printer Connectivity Support Program Agreement

Did you know Functionality and Configuration of Print, Scan, and Network Fax is beyond the scope of all our HARDWARE MAINTENANCE PROGRAMS? Without a CONNECTIVITY SUPPORT AGREEMENT, changes within your environment that effect the functionality of print, scan, and network fax is billable at standard published rates on a per call, time & materials basis.

**Here are some common issues related to Print, Scan, & Network Fax:**

- New Server – need drivers installed and pushed out to workstations.
- New workstations – need print drivers installed and configured.
- Print jobs stuck in queue.
- Unable to format print job properly.
- Scan to email issues.
- Scan to folder issues.
- Unable to send or receive network faxes.

APPLIED IMAGING has made significant investments in highly technical human resources who are continually expanding their knowledge, skills, and capabilities. Our HELP DESK staff is capable of diagnosing a problem, isolating a fault, and fixing an issue in many ways; over the phone, going onsite, and now remotely accessing a workstation saving valuable and frustrating downtime. The best part is that All methods are covered under our CONNECTIVITY SUPPORT PROGRAM!

The CONNECTIVITY SUPPORT PROGRAM is an agreement between the CLIENT and APPLIED IMAGING. This agreement provided and serviced by APPLIED IMAGING is a supplemental offering for our clients who are under a HARDWARE MAINTENANCE PROGRAM. Eligibility requirements: Client must allow APPLIED IMAGING attended remote access (TeamViewer QuickSupport). Client must provide APPLIED IMAGING with Administrator access when necessary. Client must keep a HARDWARE MAINTENANCE PROGRAM on device at all times.

I, \_\_\_\_\_, accept APPLIED IMAGING'S CONNECTIVITY SUPPORT PROGRAM detailed within. I understand that this agreement can be terminated at any time if eligibility requirements are not met. This agreement entitles your company employees (referred to as We hereafter), including the end users or network administrators, access to the network support department at Applied Imaging for errors relating to the function and setup of the device pertaining to print, scan to pc, scan to ftp, scan to email, and network fax capabilities. Although there is not a limit to the number of contacts that can be made to Applied Imaging, the service rendered is for support of print, scan, and network fax problems and does not extend to the overall capabilities of your network. If the problem extends to the overall function of servers, workstations, switches, hub, routers or the like, then basic recommendations will be made by the staff at Applied Imaging, but repairs regarding these functions are excluded from this contract. We understand that Applied Imaging is not responsible for the data contained on our company's servers, workstations, and network peripherals and hereby discharge them of any responsibility for any damages that may occur as a result of loss of data or loss of use. By entering into this agreement we hereby agree to allow Applied Imaging employees service our computer equipment. We will initiate remote connections to allow diagnostic and repair services to be rendered in order to perform network maintenance including print driver installation, scan setup, network fax setup, and related services.

**Option 1: UNLIMITED SUPPORT**

Number of Printers \_\_\_\_\_ @ \$2.00/Month      Subtotal \$ \_\_\_\_\_      Unlimited Total \_\_\_\_\_  
 Number of MFD's \_\_\_\_\_ @ \$5.00/Month      Subtotal \$ \_\_\_\_\_

**Option 2: BLOCK OF TIME**

Number of Hours \_\_\_\_\_ (Min 5 @ \$550)      Auto Re-Loading      One Time      \$ \_\_\_\_\_  
 Number of Hours \_\_\_\_\_ (Min 10 @ \$1,000)      Auto Re-Loading      One Time      \$ \_\_\_\_\_

Company Muskegon County EEO      Total Price      \$ \_\_\_\_\_

Client Signature \_\_\_\_\_      Date \_\_\_\_\_      ID(s) \_\_\_\_\_

I, Heath Kaplan, decline APPLIED IMAGING'S CONNECTIVITY SUPPORT PROGRAM detailed above. I understand Functionality and Configuration of Print, Scan, and Network Fax is beyond the scope of all our HARDWARE MAINTENANCE PROGRAMS. Without a CONNECTIVITY SUPPORT AGREEMENT, service calls related to the functionality of print, scan, and network fax will be billable at standard published rates on a per call, time & materials basis.

Company Muskegon County EEO      Client Signature       Date 5/5/2014