



## **Transtate Equipment Company – Standard Maintenance Policy**

### **STANDARD EQUIPMENT COVERAGE:**

Transtate Equipment Company will provide service coverage during periods of warranty and maintenance agreements, 8:00 – 6:00 pm, Monday – Friday. Federal holidays are excluded from this coverage. For all covered equipment Transtate will maintain the equipment during the service period according to OEM specifications, providing all parts and labor to repair and maintain the equipment.

### **SERVICE RESPONSE TIME:**

Transtate will provide a 24 hour, 7 day-a-week customer service hotline and will respond to all calls within 60 minutes. During contracted service hours direct technical support will be available via the hotline.

Transtate provides an on site response time based on three urgency levels:

- System Down Transtate will respond on site to an emergency within the state of North Carolina in 24 hours or less.  
Transtate will respond on site to an emergency outside the state of North Carolina in 48 hours or less..
- Partial Failure Transtate will respond on site to a non-essential component problem within 5 business days.
- Minor Failure Transtate will respond to items that don't effect performance at a reasonably scheduled time.

### **SERVICE OUTSIDE OF CONTRACTED HOURS:**

Requests for service outside of specified times for service coverage will be charged at time and a half (1.5 x standard rate).

### **ITEMS EXCLUDED FROM COVERAGE:**

This maintenance agreement covers all routine equipment problems but does not cover equipment damage caused by fire, smoke, water or electrical power surges which originate outside of the equipment. This agreement also does not cover damage caused by customer/operator misuse or negligence, theft or other malicious actions.

### **TERMINATION FOR CAUSE:**

Transtate Equipment Company Maintenance Agreements cannot be terminated by either party without cause. In the event Transtate does not adequately provide the technical parts and services described above within the time described in this agreement, the customer shall notify Transtate in writing and describe the deficiency. The customer shall give Transtate 7 days to correct the described deficiency. If Transtate does not correct the deficiency in seven days and to the customer's satisfaction, the customer will have cause to terminate this agreement and may do so in 90 days with additional notice. Notice of termination must be in writing and state the cause of cancellation. This notice of termination must dated and signed by a senior officer within the contracted company.

### **EQUIPMENT INSPECTION AND REGULATORY REPORTING:**

Transtate will inspect the equipment for proper functionality according to OEM functional specifications prior to assuming responsibility for coverage under this agreement. Any repairs required to bring the equipment into compliance with FDA or OEM specifications will be the responsibility of the customer prior to the start of the maintenance period. The customer will remain responsible for regulatory reporting for this equipment and for complying with all local, state and federal laws regarding its use.

### **EXCEPTIONS TO THIS POLICY;**

Variations and exceptions to this policy must be agreed to in writing by Transtate Equipment Company.