



5862 County RT 32 – Norwich, New York - 13815

www.famtec1.com

On-Site Maintenance & Repair Service Agreement

SERVICE AGREEMENT

This is an annual (six-month) on-site maintenance and repair service for Mobile Digital Video Recorders located at **(Kenmore Tonawanda CSD)**. Famtec technicians will inspect all 247Security Inc. mDVRs **(115)**, and make all necessary adjustments/repairs to software and hardware to ensure all units are performing satisfactorily.

This is an all-inclusive agreement which includes parts and labor. The school district will NOT be invoiced beyond the cost of the agreement.

The purchase price for the All-Inclusive agreement is \$125.00 per bus X 115 buses = **\$14375.00** total with a credit towards the following years 2018-19 service agreement of \$4,791. (This payment is for 3 visits)

The contract allows for **two** separate on-site maintenance trips to be scheduled by the school district between the following dates:

- January- February (bus fleet must be available for three consecutive days)
- April- May (bus fleet must be available for three consecutive days)

The contract includes the following details:

- Repairs to all wiring
- Repairs to any internal electronic parts within the DVR
- Repairs to all cameras
- Repairs, reformatting and replacement of any faulty hard drives
- Updating of outdated DVR firmware
- Firmware/MCU Validation
- Verify Audio/Video Integrity
- Verify Event Marker Functionality
- Check Power Connections & Fuses
- Clean/Replace Fan Filter
- Sync Time & Date
- Verify Sensor Functionality
- Check or Replace Mounting Springs

The agreement does NOT include:

- Repairs to DVRs or cameras related to vandalism or physical abuse
- Repairs to DVRs or cameras caused by water or fire damage

FAMTEC SURVEILLANCE



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Any DVR deemed beyond reasonable repair will be replaced by an identical model or upgraded to a newer model. Parts for some older model DVRs may be unavailable or become unavailable during the length of the service agreement requiring an outright replacement of the unit.

Famtec Inc.

Name: _____ Date: _____

Signature: _____

School District *Kenmore-Town of Tonawanda UFSD*

Name: _____ Date: _____

Signature: _____