Shamrock Engineering

1602 N. Grand St.

Pittsburg, KS, 66762

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December 4, 2017

**Service Contract Agreement**

Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Contract number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Plant Contact\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contract Period- start\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and End\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Calls (8,12,18,etc.)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Schedule of calls 1st\_\_\_\_\_\_\_\_\_\_2nd\_\_\_\_\_\_\_\_\_\_3rd\_\_\_\_\_\_\_\_\_\_4th\_\_\_\_\_\_\_\_\_\_5th\_\_\_\_\_\_\_\_\_\_\_6th\_\_\_\_\_\_\_\_\_\_7th\_\_\_\_\_\_\_\_\_8th\_\_\_\_\_\_\_\_\_\_\_\_\_

11th\_\_\_\_\_\_\_\_\_\_\_12th\_\_\_\_\_\_\_\_\_\_\_\_13th\_\_\_\_\_\_\_\_\_\_\_\_\_14th\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_15th\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_16th\_\_\_\_\_\_\_\_\_\_\_\_17th\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

18th\_\_\_\_\_\_\_\_\_\_\_19th\_\_\_\_\_\_\_\_\_\_\_\_20th\_\_\_\_\_\_\_\_\_\_\_\_\_\_21st\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_22nd\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_23rd\_\_\_\_\_\_\_\_\_\_\_\_24th\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This service contract allows the customer to schedule preventative maintenance, to train personnel, and to reduce costs of emergency repairs. Scheduling calls is advised to ensure immediate technician availability, but is not mandatory.

Shamrock Engineering will visit the above listed number of times per contract to your plant for the below listed services.

A complete exam of your equipment will enable us to:

1. Make any needed repairs or adjustments to equipment as listed by serial number on this contract.
2. Make parts list to stock and repair equipment.
3. Test equipment for correct operation after repair or adjustment.
4. Train plant personnel- operations and maintenance. Both on-site and classroom training are available.
5. Provide reports and recommendations to improve performance.
6. Provide emergency response within 24 hours of request.

Only equipment listed below will be covered under this contract.

Equipment description Serial number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE: Parts are NOT included under this contract.

**Terms and Conditions**

1. Please choose the schedule that best suits your needs. Labor rates are reduced to $95/hr. from normal rate of $115/hr.
2. 8 calls= $6080\_\_\_ 12 calls= $9120\_\_\_\_ 18 calls= $13680\_\_\_\_ 24 calls= $18240\_\_\_\_
3. Calls will be 8 hours or any part of an 8-hour shift as required by the customer. Each 8 hours or part will be considered as one call and cannot be split into 2 days unless arranged with Shamrock.
4. Normal hours are 0800 to 1600, Monday to Friday. Other hours may be negotiated to support customer requirements.
5. 4 calls are the contract minimum.
6. Saturday, Sunday and holidays cannot be used as a contract call and will be charged at the reduced overtime rate of $152.50/hr.
7. Only inbound travel is charged and may be included in a contract call. For example, a customer requests a technician on Wednesday for a Thursday call. The technician will depart for the customer plant on Thursday morning and on arrival, will use the remaining hours to perform work in the plant. If not charged to a contract call, inbound travel will be billed at the reduced rate of $70/hr.
8. Any portion of an 8-hour shift is one contract call.
9. Only lodging at prevailing local rates will be charged if needed.
10. Extra calls outside the contract will be charged at the reduced rate of $95/HR.
11. Rates quoted in this contract remain in effect for the duration of the contract and are subject to change thereafter.
12. Contract fee will be prepaid prior to contract beginning. Lodging, travel, and parts will be invoiced separately.
13. This contract does not include repair parts. Parts will be discounted 10% under this contract
14. Shamrock warranties all work performed by them. Only equipment serviced by Shamrock will be covered. Shamrock will not be liable for any loss or damage, direct or consequential, resulting from the performance of services.

**Service Contract Agreement**

Accepted by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Name and signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position with Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Shamrock representative\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_