
RoboServer SLA Agreement

Overview:

RoboServer Corporation is pleased to offer an extended warranty option for all RoboServer products, available on an annual basis through a Service Level Agreement (SLA). This extended warranty provides comprehensive coverage for parts and labour beyond the initial manufacturer's limited warranty period during normal working hours, ensuring your equipment remains in peak operational condition.

Terms and Conditions:

Warranty Coverage:

The extended warranty covers all parts and labour required to address manufacturing defects and component failures under normal usage conditions.

All repairs and replacements will be conducted on-site during standard business hours.

Yearly Fees: _____ **RoboServer SLA No:** _____

The warranty extension is available on a yearly basis with fees payable in advance. Pricing is based on the type of equipment and specific service requirements. Payment of the annual fee must be made prior to the commencement of the extended warranty period.

Service Access:

The client agrees to provide reasonable access to the equipment location for our service team to perform necessary maintenance, repairs, or replacements. In cases where access to equipment is not possible within agreed service hours, additional charges may apply for after-hours or emergency service calls.

Liability Limitations:

RoboServer Corporation's liability is limited to the repair or replacement of defective equipment components. The total liability for repairs or replacements shall not exceed the original purchase price of the equipment. RoboServer will not be liable for any indirect, incidental, or consequential damages related to equipment malfunction or downtime.

Exclusions:

The extended warranty does not cover damage caused by improper use, unauthorised repairs, accidental or other damages, fire or natural disasters. Wear and tear of consumable parts (e.g., filters, belts, chains) are not included in the coverage.

Next Steps:

To activate your SLA warranty, please review the agreement and submit payment for the yearly fee prior to the expiry of our standard warranty. We will promptly confirm your coverage and ensure your equipment remains fully supported.



We look forward to continuing to support your sustainability and operational goals with reliable service.

SLA Agreement Confirmation:

Client Name: _____

Agreement Start Date: _____

Equipment Covered: _____

Client Signature: _____

Payment Date: _____

Yearly Fees: _____

For any questions or to request further details on the pricing or terms, feel free to contact our service team.

RoboServer Corporation Pty Limited
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Authorised Signature

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 Date:

RoboServer SLA registration:

MECHANICAL	ELECTRICAL
2 Years	1 Year

Installation site:

Date Installed:

SLA Agreement No.

Company Name:

Address:

Contact Name:

Phone number:

RoboServer Model / Serial no.
