



**Micro Maintenance Limited**  
PC & NETWORK SUPPORT FOR BUSINESSES

## Service Agreement

Agreement No.:

Start Date:

End Date:

Page:

1 of 2

Under the Provisions of the Maintenance Agreement in respect of the equipment specified Micro Maintenance Limited shall undertake:

- To provide telephone and/or remote control and/or on-site support for the hardware, operating system and installed applications.
- To use all reasonable efforts to provide an emergency response call facility within eight working hours.
- To replace any necessary parts subject to the exclusions listed below.
- To include all labour charges subject to the exclusions listed below.
- THIS AGREEMENT EXCLUDES:

Any problems due to the customer's modification of the application software, misuse of the computer application, equipment or operating system, screen tubes & LCD panels, notebook PC motherboards, external leads & cables, damage caused by accident, neglect, misuse, altering the equipment, unfavourable environmental conditions, electrical current fluctuations, work performed by other than a representative of Micro Maintenance Limited, or any force of nature.

- If spare parts become unavailable, or exceed the cost of a new machine, Micro Maintenance Limited reserves the right to delete that machine from the Contract.
- **Micro Maintenance Limited shall not be responsible for customer data lost whilst carrying out repairs to equipment, and customers are advised to ensure that regular back up of data is carried out.**
- In cases where equipment is required to be repaired on-site by the original equipment manufacturer or to be returned to the original equipment manufacturer for repair, Micro Maintenance Limited reserve the right to waive the eight-hour repair call time but will endeavour to provide loan equipment to cover this period where necessary.
- This Agreement is for one year and will be renewable at the anniversary date.
- On the anniversary of the commencement date the customer will be sent a renewal agreement for the subsequent twelve months.
- This Agreement shall remain in force subject always to acceptance by the company, until terminated by either party, giving no less than thirty days written notice, prior to the next anniversary of the commencement date.



**Micro Maintenance Limited**  
PC & NETWORK SUPPORT FOR BUSINESSES

## Service Agreement

Agreement No.:

Start Date:

End Date:

Page:

2 of 2

- This agreement only applies during the company's normal business hours (08.30 – 18.00 excluding Saturdays, Sundays and Public Holidays). Any maintenance support required outside the company's normal hours of business will be provided at the company's normal rates.
- EQUIPMENT COVERED BY AGREEMENT:

Hardware & Software:

Software only:

Accepted for and on behalf of ...

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Accepted for and on behalf of **Micro Maintenance Limited**

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_