

Service Agreements

CONTAVA offers two levels of service agreement:

Level 1: All Inclusive

An All Inclusive Agreement is available in a five year term, CONTAVA gradually replaces the customer's non-functioning equipment. In addition, CONTAVA guarantees the labour rates for the term of the agreement. The All Inclusive Agreement is a fixed annual price and is easy on the customer's budget as compared to unexpected repairs and maintenance.

Our All Inclusive Agreement includes the following:

- CONTAVA technicians test and inspect the equipment and provide a report with repair and replacement recommendations,
- In collaboration with the customer, CONTAVA schedules the replacement of non-functioning equipment,
- Two preventative maintenance events are provided per year,
- An annual on-site quality event is conducted by a Service Manager,
- 36 hours of banked on-site emergency service time are budgeted annually,
- The customer can access 24 hours emergency dispatch service,
- A half day of annual training conducted by a certified trainer.
- Travel time and mileage are included for the two preventative maintenance events, the quality event, the six emergency events and the annual training,
- Shop supplies are included.

Benefits:

- Extends equipment life
- Improves system reliability
- Controls annual repair and service budgets
- Reduces unexpected systems failures
- Eliminates the decision to repair or replace a faulty component
- Annual training introduces the latest security techniques and reinforces best practices
- Locks-in the labour rate
- Reduces downtime

Level 2: Locked in Labour Rate

The Locked in Labour Rate Agreement acknowledges that the cost of technology gradually declines while the cost of labour usual increases. CONTAVA's Level 2 service agreement locks-in the labour rates for the term of the agreement. The Level 2 service agreement is available in a 3 term.

Our Locked in Labour Rate Agreement includes the following:

- CONTAVA technicians test and inspect the equipment and provide a report with repair and replacement recommendations,
- Two preventative maintenance events are performed per year,
- An annual on-site quality event is conducted by a Service Manager,
- 36 hours of banked on-site emergency service time are budgeted annually,
- The customer can access 24 hours emergency dispatch service,
- Travel time and mileage are included for the two preventative maintenance events, the quality event and the six emergency service events,
- Shop supplies are included.

Not Included in the Locked in Labour Rate Agreement:

- Non-functioning equipment is not replaced automatically. CONTAVA will replace equipment upon the customer's acceptance of a quote and issue of a purchase order.

Benefits of this agreement include:

- Locks in the price of labour
- Reduces unexpected systems failures
- Provides peace of mind
- Reduces system downtime
- Provides a predictable labour cost

For more information, please contact 1.800.661.9821 or email us at sales@contava.com