

MAINTENANCE SUPPORT SERVICE AGREEMENT

Phone Service :

All toll free service line has been established to recieve all incoming service and technical calls. The service window is available twenty-four hours a day, seven weeks per day.

Jonel Remote Support Tool :

Plants that have access to the internet can be connected to our instantaneously to help operators troubleshoot issues as well as train on new system features.

Software Upgrades :

Plants that have access to the internet can be connected to our instantaneously to help operators troubleshoot issues as well as train on new system features.

Parts Discounts :

A twenty percent(20%) discount will be given on all computer parts with the exception of peripherals (PC"s, printers, moisture probes, short haul modems etc).This includes I/O, CPU and A/D boards.

Program Modification Discount :

Programming and labor charges are \$140.00 oer hour. A twenty dollar(\$20.00) discount per hour on labor and program changes will be given to all systems contained within this agreement.

All Customers declining maintenance will be charged \$24.00 per hour in half-hour increments for phone service. A purchase order number will be required before service are provided.

Authorization

In Witness Where of, the parents have executed this Agreement as of the dayand year written below, each representing that they have actual authority to do so.

On Behalf of Date:_____

On Behalf of Jonel
Engineering Date:_____

Please Print Name On Line Above

Please Fax to: (714)526-2397 - Attn Judy Or Scan signed copy and email to: judy@jonel.com
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Support Agreement

Jonel Engineering Company, INC