



## Draft Agreement for Computer Maintenance and Repair Services

This agreement is made between

**A&A Computers Ltd. (the Company) of P.O. 13581, arusha**

and

..... **of P.O. Box ....., .....** (the Customer):

### 1. Periodical Preventative Maintenance:

- i. The Company is to provide Periodical Preventative Maintenance (PPM) services ..... times annually, on dates mutually agreed upon. The Customer is to request these services on dates specified, at least two weeks before commencement of these services.
- ii. During PPM, the Customer is to make the equipment to be serviced, sufficient room, and electricity available to the Company's technicians.
- iii. Before undertaking PPM, the technician ascertains the equipment is in working order and does not require repair. The Company reserves the right to exclude equipment from PPM if its technician considers repair necessary.
- iv. The Customer is required to comment on any equipment problems before the technician commences PPM.
- v. The Customer is to provide the Company's technician with ample workspace, adequate light and a safe electrical power supply.
- vi. The features of PPM are described in Appendix A.
- vii. Upon completing PPM of a device or set of devices, a supervisor assigned by the Customer is to ascertain satisfactory operation and sign for this on the Job sheet supplied by the Company.
- viii. Upon completion of the PPM service tour, the technician submits a copy of the Job sheets to the Customer, and if wished by the Customer discusses any recommendations made on them.
- ix. The Company sends a Tax Invoice to the Customer based on the devices actually serviced as per Job sheet, and the Charges Sheet of page 2. The total amount on this Tax Invoice is to be settled within thirty days.



- x. The charges for equipment presently installed are as calculated in the schedule below and are valid for a period of one year. Because the actually installed quantities may change, this schedule serves as an indication only.

**Equipment charges**

	Qty		Rate	=	Subtot
Desktop computer	0	x	24.00	=	-
Notebook computer	0	x	16.00	=	-
Linux/NT/Windows server	0	x	30.00	=	-
Laser printer	0	x	13.00	=	-
Inkjet/dot matrix printer	0	x	11.00	=	-
Stabilizer max 5 kW	0	x	11.00	=	-
Scanner	0	x	11.00	=	-
Stabilizer over 5 kW	0	x	16.00	=	-
UPS max 1200 W	0	x	11.00	=	-
UPS over 1200 W	0	x	16.00	=	-
Photocopier	0	x	35.00	=	-
Inverter system	0	x	16.00	=	-
Fax machine	0	x	11.00	=	-
		x		=	-

Total equipment

**Transport - if outside Arusha Municipality**

Days		Rate	=	
0	x	-	=	-

**Night allowance - if technicians stay out:**

	Days			=	
Per diem		x	12.00	=	-
Lodging		x		=	-

One visit - total USD

**Frequency (i.e. times per year)**

0	Year - total USD	<input type="text" value="-"/>
	VAT 18%	<input type="text" value="-"/>
	Total incl VAT USD	<input type="text" value="-"/>



**2. Repair services.**

- i. Upon signing this agreement and the first maintenance round, we consider the Customer as a *preferred customer*.
- ii. As a preferred customer, the Customer's equipment will undergo troubleshooting immediately and subsequently repair will be endeavoured immediately.
- iii. As a preferred customer, the Customer enjoys the following discounts:
  - a. Repair engineering charges: 10% discount.
  - b. Parts: 5% discount.
- iv. If the equipment is deemed beyond economic repair the Customer is not charged.
- v. All repair jobs are to be carried in by the Customer to our workshop, located in our premises along Goliondoi Road 7/8e, Arusha, with the exception of network related issues.
- vi. The Company cannot guarantee its target turnaround repair time of 48 hours. Especially monitors, UPS units and notebook computers often require specialized parts that require external sourcing.
- vii. Upon repair the Customer is contacted and requested to ascertain equipment's operation in our Service Centre.
- viii. The Company supplies the Customer with a repair report indicating the nature of the fault or faults, any parts used, and recommendations if applicable.
- ix. The Company supplies the Customer with a Tax Invoice on a monthly basis, specifying all repair jobs done.

<b>The Customer:</b>	Place: .....	Date: .....
	Name: .....	Designation: .....
	Signature: .....	

<b>The Company:</b>	Place: Arusha	Date:
	Name: Alex F. Righolt	Designation: Technical Director
	Signature: .....	



## Appendix A: Features of Periodical Preventative Maintenance

1. All equipment:
  - i. The technician checks whether the equipment is operable, i.e., does not require repair.
  - ii. The technician checks whether the electric power supply cables are safe, if not endeavours to repair them. The Customer will be charged for any material required (e.g. top plugs, connectors)
2. Desktop computer - monitor
  - i. Open the monitor, blow out dust with electric hand blower, if needed using a soft brush. Remove any foreign objects found.
  - ii. Check mechanical contact of, and refit if necessary, high tension lead on the fly-back transformer and tube.
  - iii. Check for sufficient span of contrast and brightness, and adjust if necessary.
  - iv. Check for appropriate colour mix and adjust if necessary.
  - v. Clean the monitor's external surfaces.
3. Desktop computer / notebook computer keyboard.
  - i. Remove any foreign objects found around and underneath the keys.
  - ii. Use methylated spirit to wash out dust and dirt around and below the keys. The keyboard does not have to be opened for this.
  - iii. Clean the keyboard's external surfaces.
  - iv. If fitted with an interface cable: clean this interface cable.
4. Desktop computer system unit.
  - i. Open the system unit and remove any foreign objects found.
  - ii. Use an electric hand blower, and if needed a soft brush, to remove dust.
  - iii. Check, and if necessary reseal, all electrical connectors.
  - iv. Check operation of chip blower. If necessary, dismount and clean the blower, tidy up any wiring that may obstruct the blower's airflow.
  - v. Check operation of power supply blower. If necessary, dismount and clean the blower. Note: if the power supply unit is sealed it must be repaired at our workshop.
5. Notebook computer case, power supply.
  - i. Clean the case's external surfaces. The notebook case is not opened.
  - ii. If present, clean the external surfaces of the notebooks power supply, and its cables.
7. Desktop computer / notebook computer software – Windows XP, Vista, 7, 8.
  - i. Check for any error messages during POST, and if any, rectify them in the CMOS setup. The Customer is to provide any system specific configuration software required.
  - ii. Check for any error messages during booting, and if any, rectify them in the registry or start up files.
  - iii. Scan the hard disk for physical or logical errors, and endeavour to correct them.
  - iv. If the computer has Norton Antivirus installed, install the most recent virus definition files. Scan the hard disk for viruses, and endeavour their removal / quarantine.
  - v. Using MalwareByte software, check for and if found remove, spyware and adware.
  - vi. Check the registry and system files - using Microsoft Tools.
  - vii. Defragment the hard disk – preferably teach the computer's user to perform this and advise to do so on a monthly basis.
  - viii. In case of reported malfunctions of MS Office software: reinstall the software, preferably with Customer's software, if unavailable with Company's CDs.



8. All printers.
  - i. Open the printer and remove any foreign objects found.
  - ii. Use an electric hand blower, and if needed a soft brush, to remove dust.
  - iii. Clean rollers.
  - iv. Lubricate gears.
  - v. Check, and if necessary reseal, all electrical connectors.
  - vi. Clean external surfaces and interface cable.
  
9. Inkjet printer / dot matrix printer.
  - i. Lubricate guide bars.
  - ii. Check and if necessary adjust head gap.
  
10. Scanner.
  - i. Open the scanner and remove any foreign objects found.
  - ii. Use an electric hand blower, and if needed a soft brush, to remove dust.
  - iii. Check, and if necessary reseal, all electrical connectors.
  - iv. Lubricate guide bars.
  - v. Clean external surfaces and interface cable.
  
11. Stabilizer.
  - i. Open the stabilizer and remove any foreign objects found.
  - ii. Use an electric hand blower, and if needed a soft brush, to remove dust.
  - iii. Check, and if necessary reseal, all electrical connectors.
  - iv. If servomotor controlled: lubricate the gears, and clean limit switches.
  - v. Clean external surfaces.
  
12. UPS / inverter.
  - i. Open the UPS or inverter and remove any foreign objects found.
  - ii. Use an electric hand blower, and if needed a soft brush, to remove dust.
  - iii. Check, and if necessary tighten electrical connectors.
  - iv. Check for battery leakage.
  - v. If present, check for operation of blower. Dismount and clean if necessary.
  - vi. Test battery open voltage, and load voltage – advise Customer if replacement is imminent.
  - vii. If Lead acid batteries: top up with distilled water if necessary
  - viii. Clean external surfaces and interface cable.