



## FULL SERVICE MAINTENANCE AGREEMENT

Bill To: Company Name: City of San Pablo  
 Street & Floor: 13831 San Pablo Ave.  
 City, State, Zip Code: San Pablo CA 94086  
 Contact: Gussie Manigluck  
 Phone: 510-215-3046 Fax: \_\_\_\_\_  
 Meter Email: [gussiem@sanpabloca.gov](mailto:gussiem@sanpabloca.gov)  
 Sales Rep: Sean Bandy

Location: Company Name: City of San Pablo  
 Street & Floor: 13831 San Pablo Ave  
 City San Pablo State: CA Zip: 94086  
 Contact: Gussie Manigluck  
 Phone: 510-215-3046 Fax: \_\_\_\_\_  
 Meter Email: [gussiem@sanpabloca.gov](mailto:gussiem@sanpabloca.gov)

### CONTRACT TYPE

**ECLIPSE PLATINUM**  
 3 HOUR Average Response Time  
 All Travel, Parts and Labor (including drum, PM kits, toner developer or cartridges where applicable)  
 DOES NOT INCLUDE: Paper, Staples, User neglect, acts of God

**ECLIPSE GOLD**  
 3 HOUR Average Response Time  
 All Travel, Parts and Labor (including drum, PM kits)  
 DOES NOT INCLUDE: Paper, Toner, Developer, Staples, User neglect, acts of God

**ECLIPSE SILVER**  
 3 HOUR Average Response Time, All Travel and Labor included

**MONTHLY USAGE BILLING**      Monthly      Quarterly

**OVERGAE BILLING**      Monthly      Quarterly

AUTOMATED METER UTILITY: Customer agrees to allow Eclipse secure automated meter collection utility to report meters in leui of Eclipse \$6 per meter charge. This utility is autmated and waives meter charges.

INSTALL AND SET UP: Free of charge when no stairs are present

CONNECTION AND PRINT DRIVERS: CONNECTION PLUS  
 UP TO 5 WORKSTATION PRINT DRIVER INSTALLS FREE OF CHARGE.  
 Thereafter a charge of \$150 per hour.

### BILLING

Make	Model	Serial #	Location	Start Meter	MONO COST PER PRINT/COPY	COLOR COST PER PRINT/COPY	SERVICE BASE	Base Amount
HP/Samsung	See Schedule 'A'				\$ 0.0055	\$ 0.058		\$ -
								\$ -

Toner shipments automated from meter collection utility and are FOB

If toner usage is excessive due to high toner-coverage or "density" of the copies/prints (more than 20% coverage) Eclipse may adjust the cost per copy to the customer to accommodate excessive usage.

IN NO EVENT WILL ECLIPSE BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF USE, LOSS OF DATA, LOSS OF PROFIT, LOSS OF MONIES DEPOSITED TO OR REMOVED FROM EQUIPMENT OR ANY AFFILIATED COMPONENTS, OR LIABILITY TO THIRD PARTIES, HOWEVER CAUSED, WHETHER BY NEGLIGENCE OF ECLIPSE OR OTHERWISE.

Automatic Renewal: Upon expiration of the initial Term, this Agreement shall be automatically extended on for successive one-year terms unless thirty (30) days prior to the expiration date of the initial Term, or any extended term, a party hereto gives written notice to the other party of its termination of this Agreement as of such expiration date.

Customer shall maintain site conditions with Eclipse specifications to the extent that such conditions are documented for customer and customer is therefore aware of such conditions. Customer shall notify Eclipse of Equipment failure and shall allow Eclipse full and free access to the Equipment for performance maintenance. Emaill requests to Support@EclipseOT.com

*Special Instructions:* \_\_\_\_\_

### TERM OF AGREEMENT

Start Date: upon install     Term: PER MASTER

This agreement is between Eclipse and the customer noted above. The items covered under this agreement are as stated under section title Contract Type. The starting meter shall be the last meter billed for equipment on continuous maintenance or for new maintenance agreements with Eclipse. Price increases not to exceed one time annually. No one is authorized to change, alter, or amend the terms or conditions of this agreement unless agreed to in writing by an officer of Eclipse.

### ECLIPSE OFFICE TECHNOLOGY AUTHORIZATION

### CUSTOMER AUTHORIZATION

\_\_\_\_\_  
ECLIPSE OFFICE TECHNOLOGY AUTHORIZED ACCEPTANCE     Title

\_\_\_\_\_  
CUSTOMER AUTHORIZED ACCEPTANCE     Title

\_\_\_\_\_  
Print Name     Date

\_\_\_\_\_  
Print Name     Date

