

**“Customer Support Agreement”  
SMMC Preventive Maintenance Program**

<b>Customer :</b>		<b>Contact :</b>	<b>Customer No:</b>	<b>Date</b>
<b>Tel No. : Fax No : E-Mail :</b>	<b>Make :</b>	<b>Model :</b>	<b>Serial Number:</b>	
	<b>Meter Reading:</b>	<b>Site Location:</b>		<b>Distance (KM.) :</b>

<b>Agreement</b>	<b>C.S.A. Type : Preventive Maintenance Service</b>		
<b>Coverage</b>	<b>Working hrs/day : As per the required job.</b>	<b>Total No. of visits: 12</b>	
<b>Information</b>	<b>Agreement Duration : One Year</b>		
	<b>Cost/service/unit: BHD TBA</b>	<b>Total Agreement Cost for Labour &amp; Trans</b>	
<b>Application/Attachments:</b>	<b>Standard</b>		
<b>Payment Terms</b>	<b>TBA</b>		

**Job Scope**

- The inspection team from SMMC will visit Customer site's location during 1st week of every month. (Total 12 visit / year)
- The dates of visit will be provided by Customer and will be confirmed by SMMC Team.
- The equipment will be inspected only. (Inspection Sheet As Enclosed)
- Any replacements of normal (Basic) Maintenance parts such as Eng.Oil, Oil Filter, Greasing, etc) Will be carried out at site without any additional charges.(**Inclusive**)
- All additional replacements, repairs etc. will be carried out with your approval.(**Separate Charges**).
- A repair estimate will be provided with details of parts & labour costs.
- In case of inescapable requirement, it will be brought to our service centre for repairs.
- Towing charges of BD 60/ will be payable (To & Fro) if arranged by us.
- Invoice quotation. proforma invoice will be forwarded to you in the same week of maintenance. You may kindly settle the same with in 2 weeks. The invoice will be provided after settlement.
- An advance payment (50%) will be required, with any parts order.
- The equipment can be serviced (washing & cleaning) during maintenance at our service centre location only.
- Parts replaced and repair done by us will be guaranteed for performance for a period of 3 months.
- A formal written inspection report duly signed will be sent to you after each inspection.
- An annual maintenance calendar can be drawn up with mutual consultation.

<b>SMMC Rep. Signature:</b> _____	<b>Customer Signature :</b> _____
<b>Name :</b>	<b>Name :</b>
<b>Position :</b>	<b>Position :</b>
<b>Stamp</b>	<b>Stamp</b>

**Source Mechanical Maintenance Co.**

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Parts, Service, Maintenance of All Makes & Models Of Forklifts  
& Material Handling Equipments.

We are completely mobile & are able to complete almost any repair on site.