



541 Eastpark Court  
Sandston, VA 23150  
Phone: (804) 737-2191  
Tidewater: (757) 624-9343  
Fax: (804) 737-5797

## Fortress Service Plan

### Fortress Service Plan Program

This plan provides for a complete preventive maintenance inspection, program as outlined in the Manufacturer's Owner/Installation Manual(s) and guaranteed 4 (four) hour on site service response seven days a week 24 hours per day for the device(s) indicated on page 3.

Within thirty (30) business days of the execution of this agreement and its delivery to Mid-Atlantic Entry Systems, an initial inspection of the operators listed at the end of this agreement will be performed. If Mid-Atlantic Entry Systems finds that the operators are serviceable, then it will service the operators as set out above under *Fortress Service Plan*. No allowance is made for the cost of repair of any equipment. Parts are not included. In the event repair work is required on any operator in addition to preventive maintenance, the customer will be consulted by the technician or service manager before repairs are performed. Customers who participate in the Fortress Service Plan program and have no invoices over thirty (30) days due, will be given a 20% discount on parts, travel and labor (not to include Fortress Service Plan). Discount applies only to equipment listed in this agreement and only when agreement is current and active. All preventive maintenance services performed by Mid-Atlantic Entry Systems will be during routine working hours (8:00 a.m. to 4:00 p.m. Monday - Friday, except holidays). Repairs and additional work performed beyond the routine preventive maintenance service will be billed at the current hourly rate. All parts are warranted for ninety (90) days and Mid-Atlantic Entry Systems shall have no liability whatsoever with respect to any defects therein. All labor performed by Mid-Atlantic Entry Systems is warranted for a period of thirty (30) days from the date of service or repair. All terms and conditions on page 2 apply.



541 Eastpark Court  
Sandston, VA 23150  
Phone: (804) 737-2191  
Tidewater: (757) 624-9343  
Fax: (804) 737-5797

## Fortress Service Plan

### Terms and Conditions

1. Service calls made outside of the preventive maintenance visits will be billed at the service rates currently in effect with standard travel charges.
2. Terms of the agreement are void if the equipment is inoperative due to misuse or damage, which is, in our judgment, caused by other than normal use and service.
3. Mid-Atlantic Entry Systems shall not be liable for any fault or delay in performance hereunder caused by any contingency beyond our control such as, but not limited to, short or reduced supply of replacement parts or materials, strikes, unusually severe weather, war, or government restrictions.
4. Mid-Atlantic Entry Systems shall not be liable for any consequential or contingent damage such as loss of use of premises occasioned or arising out of failure of a component part of the equipment covered herein.
5. This agreement shall be void if the equipment, in our judgment, has been subject to misuse, negligence, accident, flood, fire, and lightning, and wind storm, vandalism, tampering, altered in any way or operated contrary to the manufacturer's recommendations. Also, this agreement shall not apply if the electrical components have been subject to voltages other than the range specified by the manufacturer.
6. This agreement does not include external power wiring, circuit breakers and disconnects supplying electrical service for the equipment.
7. This agreement does not cover any work or changes that might at some future date be required by government regulation codes or insurance company needs or requirements.
8. If repair or replacement is needed during the initial inspection, Mid-Atlantic Entry Systems will no longer be responsible for the equipment until after repairs or replacement authorized by the customer are completed. Mid-Atlantic Entry Systems is not responsible for the replacement cost of any equipment and reserves the right to advise the customer when their equipment is obsolete or non-repairable, at which time the contract is terminated until replacement is made. No inspection shall guarantee the condition of the equipment or eliminate obsolescence and normal wear.
9. The occurrence of any of the following without the consent of Mid-Atlantic Entry Systems will constitute default: (a) failure by the customer to make any payments due within thirty (30) days after it becomes due and payable. (b) Any alterations, additions, adjustments or repairs to covered equipment, by anyone other than Mid-Atlantic Entry Systems. (c) Breach by the customer of any terms of this agreement.
10. Customers will access after hours service by calling 804-737-2191 or 757-624-9343 and following the voicemail instructions to page the after hours dispatcher.
11. This agreement will run for a term of twelve (12) months and is automatically renewable yearly but may be terminated by either party at any time upon thirty (30) days written notice.
12. Revisions to this agreement will be applicable to previous agreements. Revisions, changes, or modifications to this agreement thereto are agreed to by both parties upon renewal of agreement.
13. Mid-Atlantic Entry Systems is not responsible for delays in response time due to riots, natural disasters or any other acts of God preventing or delaying travel. Technicians will be dispatched only as conditions allow safely during National Weather Service recommended restrictions on travel.



541 Eastpark Court
Sandston, VA 23150
Phone: (804) 737-2191
Tidewater: (757) 624-9343
Fax: (804) 737-5797

Fortress Service Plan Agreement

Fortress Service Plan Acceptance

Company: \_\_\_\_\_ Site Location \_\_\_\_\_
Name: \_\_\_\_\_
Billing Address \_\_\_\_\_
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Other: \_\_\_\_\_
Site Contact: \_\_\_\_\_ Site Phone: \_\_\_\_\_

Equipment:

Make / Model: \_\_\_\_\_ Total number on site \_\_\_\_\_.
Location / Description: \_\_\_\_\_
Make / Model: \_\_\_\_\_ Total number on site \_\_\_\_\_.
Location / Description: \_\_\_\_\_
Make / Model: \_\_\_\_\_ Total number on site \_\_\_\_\_.
Location / Description: \_\_\_\_\_

Preventive Maintenance every:

Total Price Each Visit: Annual Cost:

Mid-Atlantic Entry Systems Approval: \_\_\_\_\_

I have read and understand the terms and conditions of this agreement as outlined on page1 and 2 of this document.

Customer Acceptance: \_\_\_\_\_

Date: \_\_\_\_\_

FORTRESS SERVICE PLAN INCLUDES 20% DISCOUNT ON TRAVEL, LABOR AND PARTS.