



## ANNUAL MAINTENANCE CONTRACT

Agreement No:- \_\_\_\_\_

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

To,  
Customer Name  
Address

Date of commencement: \_\_\_\_\_

System Location:- \_\_\_\_\_

This is agreement has been entered in to between “DATABANK COMPUTER MAINTENANCE” (herein refered to as “DCM’s”) and CUSTOMER name and address in affixed above. This contract is for a minimum of one year & stands renewed automatically unless terminated by giving one-month notice by either side.

### [A] SCOPE OF WORK

1. The contract will cover preventive and break down maintenance of printer & system of various configuration at customer office.
2. The maintenance contract shall include repairs / replacements of all parts of Printers by DCM’s own cost but excluding **Consumables, Printer Head & Networking**
3. Scheduled preventive maintenance will be carried out quarterly for each system and shall cover the following.
  - (a) Cleaning of the computers and peripherals.
  - (b) Cleaning of all the electrical contracts.
  - (c) Checking of all DC & AC Voltages.
  - (d) Oiling and greasing of mechanical parts, if necessary.
  - (e) Cleaning of Floppy Drive.
  - (f) Running diagnostics.
4. Unscheduled maintenance shall be on breakdown call basis which will include corrective and remedial maintenance, setting right the malfunctions of the systems and repair, replacement of serviceable parts / peripherals.
5. DCM not be liable for any damage which occurs as a results of transfer of the system by the user to another location without approval of DCM’s Maintenance Engineer in this respect. (It should be done in presence of DCM’s Engineer) Parts replaced by DCM’s will become the property of the Customer and the faulty parts will be the property of DCM.

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6. Troubleshooting, identifying, bottlenecks and recommending upgradations / migrations for all equipment's – especially servers and networking and power equipments.
7. In case of equipments under warranty the maintenance will be without parts. For parts the customer have to co-ordinate with the supplier / dealer / OEM. However, we will provide services. You have to co-ordinate for the parts replacement with your suppliers.
8. The only part not covered by AMC is the Dot Matrix Printer Head and Head Cable, which will be replaced on chargeable basis Via a separate order.

DCM will not held reliable at any time to honour the contract if it is found that the CUSTOMER does not house the system in any of the environmental condition etc. Specified and recommended by DCM's system Department for effective functioning of the System.

Supply and fitment of all parts may need replacement in the equipment from time to time shall be at DCM's own cost. The parts fitted back in the equipment shall immediately become the CUSTOMER property. The parts removed from the equipment, in this connection shall immediately become DCM's property.

DCM shall ensure that the system downtime is minimized and is attended to in accordance to clause mentioned else where in this MAINTANANCE contract.

**[B] PERIOD OF CONTRACT**

One Year

**[C] RATES ( @10.30% Service Tax extra)**

The rates quoted are for one year, as per the computer configuration.

**[D] PAYMENT TERMS**

50% Advance with PO & Remaining end of Contract.

**Databank Computer Maintenance**

**Customers Stamp & Signature**

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