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BASIC SERVICE AGREEMENT PART NUMBER SVC001

Whereas **(Customer Name)** owns and is interested to maintain the equipment namely Spectro Scientific, Inc. (instrument, serial number located at). Spectro Scientific, Inc., or Representative has agreed to maintain the said equipment in consideration of the mutual covenants contained herein and the sum of (please contact for quote) to Spectro Scientific, Inc., or Representative; it is hereby agreed by and between the parties as follows:

(1) Spectro Scientific, Inc., or Representative will provide one routine call by a qualified representative of Spectro Scientific, Inc. or Representative for a complete check of the equipment. The call will be scheduled for mutually agreeable dates during normal working hours of Spectro Scientific, Inc., or Representative. The call will include cleaning, checking the calibration, and usual checks and repairs as deemed necessary by Spectro Scientific, Inc., or Representative.

(2) **(Customer Name)** is responsible for routine maintenance and replacement of expendable parts. **(Customer Name)** is responsible for maintaining at least one skilled operator who will be the key contact between Spectro Scientific, Inc., or Representative and **(Customer Name)** in case of failure of the equipment to operate properly.

(3) **(Customer Name)** is responsible for maintaining a supply of consumable and key component spare parts at the equipment's site. If any failure of the equipment is determined to be a defective part, Spectro Scientific, Inc., or Representative will replace the part and **(Customer Name)** will be invoiced separately for the replacement part with a 10% discount excluding consumables and freight charges.

(4) **(Customer Name)** is responsible for and certifies all standards or samples used for calibration; and **(Customer Name)** is responsible for verifying proper calibration of the equipment. Spectro Scientific, Inc., or Representative cannot be held liable for any losses due to improper use, delays in production due to failure of the equipment to function properly, liabilities due to improper calibration or use, or any other cause not under the direct control of Spectro Scientific, Inc., or Representative.

(4a) Specifically excluded from agreement (2) is work to correct repairs of damage caused by water, lightning, fire, power surges/brown outs, abuse, or any other cause originating outside the equipment covered by this agreement. This contract does not cover any material which has been damaged as a result of operator abuse, failure to follow procedures and use of cleaning solutions not specified in the technical manual.

(5) This agreement will be in effect from TBD through TBD.

Spectro Scientific, Inc., or Representative

**Company
Name**

Purchase Order Number _____