



2525 Tollgate Road, Quakertown, PA 18951 • 215-536-4400  
Email: [info@precisionsolutionsinc.com](mailto:info@precisionsolutionsinc.com) • Fax: 215-536-4096

8/20/2021

Joe Smith  
Customer Name  
123 Street Road  
Quakertown, PA 18951

Subject: Preventive Maintenance and Calibration

Dear Joe:

Following is the proposed preventive maintenance agreement for your [8] scales at your Quakertown location. The price listed on the agreement is quoted at our Platinum service level per inspection and is inclusive of our vehicle equipment charge, roundtrip travel time, in-plant labor and any agreed upon documentation.

It is very important to us that we provide you with the best possible service, quality and overall satisfaction. We are ISO/IEC 17025 accredited as a calibration lab to better ensure a consistent quality to our service. We are proud to offer three different levels of service to meet all of our customer's calibration requirements. Please take a moment to evaluate that the service level proposed best suits your company needs.

If the following agreement meets with your approval, please circle the appropriate month or months that you would like this service performed, sign where requested and fax a copy back to me for our records.

If you feel there is anything we could do to improve the services we provide, I would be happy to discuss that with you at any time. Thank you for the opportunity of working with your company. We are looking forward to keeping your equipment in accurate operating condition.

Sincerely,

A handwritten signature in black ink that reads "Daniel R. Baldwin". The signature is written in a cursive style.

Daniel R. Baldwin  
Service Manager  
Precision Solutions Inc.  
2525 Tollgate Road  
Quakertown, PA 18951  
Phone: 215-536-4400  
Fax: 215-536-4096  
[www.precisionsolutionsinc.com](http://www.precisionsolutionsinc.com)  
[dan\\_Baldwin@precisionsolutionsinc.com](mailto:dan_Baldwin@precisionsolutionsinc.com)

*"...Making a positive difference in the lives and businesses of those we serve"*





# Preventive Maintenance Agreement

2525 Tollgate Road, Quakertown, PA 18951 • 215-536-4400

**Customer:** Customer Name **Phone:** 215-555-1212

**Address:** 123 Street Road

**City:** Quakertown **State:** PA **Zip:** 18951

Precision Solutions, Inc. (hereinafter referred to as Precision) agrees to render preventive maintenance and calibration to the devices listed herein, **2x** per year, during the months circled, at the **FLAT RATE** of **\$xxx.xx** per inspection. This rate includes appropriate vehicle equipment charge, travel time, labor and required documentation.

(please circle appropriate months)

JAN FEB MAR APR MAY JUNE JULY AUG SEPT OCT NOV DEC

**In this Agreement Precision will perform the following:**

- Inspect device mechanics and/or electronics for proper operation.
- Perform calibration test and, when necessary, make minor adjustments to the devices covered in this Agreement according to tolerance limits referenced in National documentary standards such as NIST Handbook 44, ASTM E4, or according to existing calibration guidelines, as specified and as accepted by the customer.
- Note any problems or discrepancies in device operation or condition on service reports or performance records.

	Service Level	Description of Service
<input checked="" type="checkbox"/>	<b>Platinum</b>	Service with all of the benefits of ISO/IEC 17025 accreditation providing procedures and documentation needed for ISO 9001 and other quality systems: <ul style="list-style-type: none"> <li>• Standard service report describing the work performed and calibration sticker affixed to device.</li> <li>• Individual performance record created for each device.</li> <li>• Reporting of "As Found" and "As Left" calibration results.</li> <li>• Reporting of environmental conditions at time of test.</li> <li>• Creation, electronic storage, maintenance and issuance of Certificate of Calibration (A separate certificate for each device, with results reported for each test point)</li> <li>• Measurement uncertainty. Units calibrated by Precision Solutions are determined to be in or out of tolerance based upon the test measurement being within simple acceptance range inclusive of lower and upper tolerance limits. Tolerance decisions are not further modified using guard bands or measurement uncertainty.</li> <li>• NIST traceability and notification if reference standards used were found to be out of tolerance.</li> <li>• Work performed by Certified Weighing Technician only.</li> </ul>
<input type="checkbox"/>	<b>Gold</b>	<ul style="list-style-type: none"> <li>• Standard service report describing the work performed and calibration sticker affixed to device.</li> <li>• Creation, electronic storage, maintenance and issuance of Certificate of Inspection. (A listing of multiple devices on a single certificate)</li> <li>• NIST traceability of reference standards used during calibration.</li> </ul>
<input type="checkbox"/>	<b>Silver</b>	<ul style="list-style-type: none"> <li>• Standard service report describing the work performed and calibration sticker affixed to device.</li> </ul>

This Agreement does not cover "call in" or "repair" service; however, Precision agrees to render such service at the prevailing HOURLY Preferred Labor Rate for the specified level plus travel time, appropriate vehicle equipment charge, regulatory standards compliance fee, and the cost of necessary parts. Time and one half or double time for after-hours work will be charged as appropriate.

This Agreement is made with the understanding that the devices are in good operating condition on the date of acceptance and that service will be rendered during Precision's regularly scheduled working hours. Depending on economic conditions, fuel surcharges may be applied without notice.

Should it become necessary to adjust the charge for this Agreement, Precision agrees to notify the Customer, prior to the effective date of the new charge, unless otherwise agreed upon by both parties. The charges for this Agreement specifically refer to the checking or the maintenance of the equipment noted or attached to this Agreement. Additional equipment can be checked on a time and material basis as arranged and agreed upon by both parties. This Agreement shall become effective when accepted and signed by the Customer, and shall remain in force until cancelled by either party giving at least 30 days' notice.

[8 scales]

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Please Print Name & Title

*Daniel R. Baldwin*  
\_\_\_\_\_

**Daniel R. Baldwin, Service Manager**  
\_\_\_\_\_  
Please Print Name & Title

(8/20/2021)

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Date

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Date