

MaintainIT Service Agreement V2.0 (MaintainIT / MaintainIT Plus)

SupportIT is our ICT Hardware Equipment Maintenance service, designed to ensure that your ICT hardware is maintained, kept up and running and working efficiently, by our highly qualified technicians.

To ensure that you receive a high level of service we continually monitor and review internal processes, enabling us to improve the service on an ongoing basis.

IMPORTANT NOTE:

Items shown in red in this agreement are only available to Customers subscribing to the MaintainIT Plus service.

v1.1 January 2008

Item	Service Component	Description	Exclusions
1	Service Times (Depends on Contract)	1. Service local time 9:00-17:00 Monday to Friday. 2. Any other service options are subject to agreement of all parties.	Work outside contracted service time may attract a surcharge based on evening work or weekend work at the appropriate standard hourly rate. Pyramid Valley will contact client prior to commencing any chargeable work.
2	Desktop Computers	Repair of hardware elements including : System Unit, Monitor, Keyboard and Mouse	3 rd party equipment installed without written agreement from the supplier
4	Laptop Computers	Repair of hardware elements including : System Unit.	Laptop Display Motherboard 3 rd party equipment installed without written agreement from the supplier
5	Servers	Repair of hardware elements including : System Unit, Monitor, Keyboard and Mouse	3 rd party equipment installed without written agreement from the supplier
6	Laser Printers		Consumables Fuser Units Transfer / Pickup rollers Other items deemed by the manufacturer to be a standard service item (Pyramid Valley are happy to source and install such equipment – an additional cost may be applied)
7	Inkjet Printers		Impact or inkjet print heads
8	Other Printers		Nil
9	White Boards		
10	Digital Projectors	Best endeavours. In the event that the supplier cannot repair the equipment, efforts will be made to get the repair carried out by the original manufacturer. Any costs will be passed on to the customer	No guarantee that out of warranty equipment will be repairable

11	Network Switches		Cisco Branded Equipment Certain layer 3 switching equipment (Unless previously agreed with Pyramid Valley)
12	Network Routers		Cisco Branded Equipment (Unless previously agreed with Pyramid Valley)
13	Wireless Network Equipment		Cisco Branded Equipment (Unless previously agreed with Pyramid Valley)
14	Other Audio Visual Equipment	Best endeavours. In the event that the supplier cannot repair the equipment, efforts will be made to get the repair carried out by the original manufacturer. Any costs will be passed on to the customer	No guarantee that out of warranty equipment will be repairable
15	Network Cable Infrastructure	Check network cables are patched appropriately.	Category 5/6 cables, Fibre Optic cables, Fibre Optic Transceivers not supplied or certified by Pyramid Valley.