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PREVENTATIVE MAINTENANCE PLAN

www.CGrafiks.Com/PreventativeMaintenance.htm

WHAT IS PREVENTATIVE MAINTENANCE?

Preventive Maintenance, often abbreviated PM, refers to performing regular maintenance in order to prevent system problems. This is in comparison to diagnostic or corrective maintenance, which is performed to correct a current problem. A Preventative Maintenance plan **includes all labor costs** for maintaining the computer equipment during the specified time period listed below. EXAMPLE: If the plan is implemented once a month – then 1 day per month a technician will be sent to your location for as long as needed to cover our 20 Point inspection listed below. You will be charged a flat rate for that service call – not an hourly rate!

IMAGINE THIS: If you have ever owned or cared for a car then you know all about what preventive maintenance is. Oil changes, Rotating Tires, Tune-Ups... you do that so your engine will last and you won't have car troubles down the road. Your computer requires the same amount of maintenance as a vehicle does. The vents and fans can become clogged with dust just as your air filters do in your car. Your computer can overheat similar to running your radiator without water. It often gets clogged up with Temporary files and cookies in the same way that you need an oil change. The hardware inside your computer eventually wears out and needs replaced similar to your car. You need to periodically clean your computer from minor malware and temporary files or add more memory to the mainboard.... and **YES... Different computers in different environments NEED DIFFERENT amounts of Preventative Maintenance**

WHY DO I NEED IT?

- **Preventive Maintenance Saves Time:**
Preventive maintenance procedures are quite simple compared to troubleshooting and repair procedures.
- **Preventive Maintenance Plans Save You Money:**
How can spending money monthly cost me less in the long run? Avoiding problems will save you money compared to paying for new components or repeated repair jobs, or worse a NEW Computer! Normal maintenance can keep your old computer running as good as a new one... without having to buy a new one! You can pay a pre-determined fee for Preventative Maintenance, compared to an undetermined amount of time (and Money!) for troubleshooting a computer at an hourly rate.
- **Preventive Maintenance Helps SafeGuard Your Data:**
The data on the hard disk is more important than the hardware that houses it. If your computer crashed today...how would it affect your life (or Business) tomorrow? How much do you rely on your computer system to perform everyday activities? You would be surprised at home common computer use has become today in the average home. You don't realize how much you rely on your computer until you have to go without it for any length of time. Try it yourself... don't check your E-Mail for one or two days....
- **Preventive Maintenance Helps Improve Performance:**
Performance of your system will degrade over time. Preventive maintenance will help to improve the speed of your system in these respects, and keep your old computer running like a new one for a longer period of time

WHAT DO I GET? - 20+ POINT INSPECTION

REQUIREMENTS OF BUSINESS: (SCOPE OF WORK)

- 1** Diagnose all Computer Hardware - CPU, RAM, Hard Drive, CD/DVD, VGA, PCI, DMA - Verify Correct Operating Temperatures! Recommend Hardware Replacement if necessary. Provide quote on hardware costs and the steps necessary to implement it. Hardware replacement may be a separate charge if warranty is expired. UNLESS OTHERWISE SPECIFIED - Hardware is only under warranty through CGrafiks if purchased and installed by a Cgrafiks technician, and becomes defective within the warranty time period of the manufacturer.
- 2** Verify All Hardware Drivers are installed and up to date. (Video, Sound, Chipset, USB 2.0, Controllers, Network LAN, etc)
- 3** Review Server Error logs and address any issues that might cause a problem Review Event Viewer and Performance logs on Workstation PC's. Notify owner or supervisor of unsafe practice.
- 4** Update and / or Upgrade hardware firmware - Firewall, Routers, CD/DVD, Etc.
- 5** Apply any critical service packs and required software upgrades. Update: Adobe Reader, Java, Flash and Microsoft Updates! IE7 and Service Pack 3 if applicable are installed. Install any recently purchased software packages.
- 6** Check UPS (Battery Backups) - Verify they still hold a charge and are functioning properly. Quote replacement if needed.
- 7** Remove Unnecessary startup items and clear Browsing History in Internet Explorer or Mozilla Firefox. (Temp files, cookies, History, Saved Forms and Passwords)
- 8** Off-Site backup of Important Data – MyDocs, Outlook (or Express Email), Address Book, Desktop Icons, Internet Explorer favorites, or Mozilla Firefox favorites incase of system failure. **CD/DVD media backup is optional at additional fee of \$3 per cd - \$5 per DVD.**
- 9** Flush DNS Resolver Cache and verify network security settings. Enforce WEP / WPA key encryption on routers. Password required or router reconfiguration may be necessary.
- 10** Update Malware Removal Software - Virus, Spyware, Adware – IF no antivirus is installed, one must be purchased by the CLIENT (for each PC on the network) and installed by the BUSINESS.
- 11** Schedule automatic Malware scans if available: Virus, Spyware, Adware. Manually run Malware Scans
- 12** Review virus activity logs and warn customer of unsafe browsing behaviors or software installations that may cause problems.
- 13** Run Disk Cleanup, Defragment if necessary. *ScanDisk, Automatic Updates, Check Full Hard Disk Volumes and other cleanup utilities to optimize system performance.
- 14** System Restore Point created after all maintenance is performed. (Windows XP and above)
- 15** Check Printers - Print Test Page, verify ink levels and gather replacement part numbers for customer if needed.
- 16** Clean External of Computer Tower and Monitors. Clean mouse, keyboard.
- 17** Perform Internal cleaning of computer components. CPU, Heatsinks, Fans, and Vents. Ensure Proper Cooling inside the Case. Check Fans and vents.
- 18** Consult with Internet Service Providers on behalf of the CLIENTs technical matters when necessary to resolve a problem.
- 19** Consult with CLIENT about upgrade possibilities, advancements in technology, and upcoming events in the computer industry.
- 20** Answer any technical questions the client or employess may have.

HOW DO I GET STARTED?

1. LIST EQUIPMENT IN PLAN: O.S. Windows XP

(_ 0 _) WORKSTATIONs (_ 0 _) SERVERs (_ 0 _) PDA's / Handhelds (_ 0 _) Network Equipment
 (_ 0 _) LAPTOPs _____ TYPE.

NOTES: _____ NOTES: _____ NOTES: _____ NOTES: _____

LIST OTHER EQUIPMENT TO BE INCLUDED IN THE PLAN HERE:

2. CHOOSE YOUR PLAN:

# IN PLAN	1	2	3	4	5	6	7	8	9	10
Monthly Rate	\$35	\$55	\$75	\$95	\$115	\$135	\$155	\$175	\$195	\$215
Quarterly Rate	\$75	\$110	\$145	\$180	\$215	\$250	\$285	\$320	\$355	\$390
Bi-Yearly Rate	\$105	\$135	\$185	\$235	\$300	\$350	\$400	\$500	\$580	\$600
Yearly Rate	\$125	\$185	\$235	\$300	\$370	\$450	\$520	\$600	\$670	\$800

TOTAL BELOW IS DUE BEFORE FIRST SERVICE IS RENDERED:

# IN PLAN	1	2	3	4	5	6	7	8	9	10
Monthly Due	\$420	\$660	\$900	\$1140	\$1380	\$1620	\$1860	\$2100	\$2340	\$2580
Quarterly Due	\$300	\$440	\$580	\$720	\$860	\$1000	\$1140	\$1280	\$1420	\$1560
Bi-Yearly Rate	\$210	\$290	\$370	\$470	\$600	\$700	\$800	\$1000	\$1160	\$1200
Yearly Due	\$125	\$185	\$235	\$300	\$370	\$450	\$520	\$600	\$670	\$800

3. CHOOSE DATE OF MAINTENANCE:

Time of Service Requested (Price is rated within 25 miles of Crossville – (Gas Fee of \$10 every 20miles will apply after 25 miles)	Monthly – (12 x yr). <input type="checkbox"/>	Quarterly – (4 x yr) <input type="checkbox"/>	Yearly – (1 x yr) <input type="checkbox"/>
Date of Service Requested	End of Month <input type="checkbox"/>	Beginning of Month <input type="checkbox"/>	Middle of Month <input type="checkbox"/>
SPECIFIC DAY REQUESTED?			
First Scheduled Date:			
Second Scheduled Date:			

MUTUAL AGREEMENT

Preventative Maintenance is of computer hardware and software, including but not limited to: Desktop systems, Servers, notebooks, Ipacs, UPS systems, Modems, Routers, Internet security and Antivirus programs. Personal Data Assistants (PDA's), NAS devices, switches, hubs and other network equipment, Digital Cameras, and Audio Equipment.

The CLIENT hereby requests the preventative maintenance services of CGrafiks for the price specified above; on the TIME and DATE specified above. The CLIENT agrees to pay the full amount upfront for the services requested. The CLIENT and BUSINESS agree to be bound by this contract in the court of law.

If it is necessary for a technician to come to your location for any other reason except a scheduled preventative maintenance appointment - than you will be charged a discounted \$40 per hour rate for an onsite service call. Computer Hardware such as Hard Drives, Motherboards, Processors, Fans, etc are not included in the plan and must be purchased by the Client as needed. Additional labor for repairs such as excessive travel, Virus Removals, Office Remodeling, Repair of other equipment not listed below, and other Unforeseen or Uncontrollable events not included in this contract are not included in this plan and are subject to additional fees. Unforeseen or Uncontrollable events include mechanical damage from: Fire, Water Damage, Insect Damage, Earthquake, Tornado or other God Acts. Repetitive repairs on equipment caused by misuse or abuse by the client will be subject to additional labor fees. Prices are non-negotiable and subject to change.

REQUIREMENTS of CLIENT

* Notify CGrafiks of any planned hardware or software upgrades BEFORE action is taken. – Some software may not be supported! Failure to do so may result in termination of this contract.

* Notify CGrafiks at least 2 days prior to the date of service listed above if rescheduling of appointment is necessary. Otherwise CLIENT will be charged the service fee even if no services are rendered for that time period.

* **Payment for services must be paid in full, yearly increments prior to first services rendered by the BUSINESS.**

THIS CONTRACT IS IN EFFECT UNTIL EXACTLY 1 YEAR FROM THE DATE SIGNED BELOW. AT THAT TIME A NEW CONTRACT MUST BE ESTABLISHED BETWEEN BUSINESS AND CLIENT BEFORE ANY FURTHER ACTION IS TAKEN. IF EITHER PARTY IS IN BREACH OF THIS CONTRACT – THE OTHER PARTY HAS THE RIGHT TO TAKE THE OTHER TO COURT UNTIL THE MATTER IS RESOLVED ACCORDING TO SPECIFICATION. IF ANY PARTY BREAKS THEIR REQUIREMENTS THIS CONTRACT IS CONSIDERED NULL AND VOID. WRITTEN DOCUMENTATION IS REQUIRED TO VOID THIS CONTRACT.

BUSINESS: CGrafiks Computer Service Center	CLIENT:
ADDRESS: 38 Layken Lane Crossville, TN 38555	ADDRESS:
PHONE: 931-335-0398	PHONE:
PRINTED:	PRINTED:
SIGNATURE:	SIGNATURE:
TITLE: Owner	TITLE:
DATE: 7/13/2009	DATE: