

**EXPERTCARE EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT****Redondo Beach Fire Department (Customer # 102262)****ZOLL Medical Corporation**

269 Mill Road
Chelmsford, MA 01824-4105
(978) 421-9655 Main
(800) 348-9011
(978) 421-0022 Fax

Attn: Jon Reyes (310) 488-6490 / jon.reyes@redondo.org**Bill To: Redondo Beach Fire Department**

401 South Broadway Street
Redondo Beach, CA 90277

Ship To: Redondo Beach Fire Department

401 South Broadway Street
Redondo Beach, CA 90277

From: Catherine Santos

Service Contracts

800-242-9150 ext 9760 / csantos@zoll.com

QUOTATION: 00036890

Quote Date: July 1, 2023

Quote Pricing: Valid for 60 Days

PM Contact: *Issac Yang - 3103180663 398 4309 issac.yang@redondo.org**X Series**

Part No	Description	Contract Dates	Qty	Price	Adj. Price	Ext. Price
8889-89900-PPP	Precision Pro-Rated Service Plan - ZOLL X Series Includes: Annual preventive maintenance, discounts of 24% on new cables, 24% discount on additional lithium SurePower Batteries, 24% discount on parameter upgrades, Lithium-ion SurePower II Battery replacement upon failure, and accidental damage coverage (see comments). Shipping and use of a Service Loaner during repairs, no charge shipping. Extended warranty is a continuation of the ZOLL Limited Product Warranty. Serial Number(s): AR14C007386,AR14C007412 AR14C007526,AR14I009949 AR14I009975,AR14I009977 QTY = Months 6 XS x 6 months	08/01/2023 to 01/31/2024	36	\$130.00	\$130.00	\$4,680.00
8889-89900-WFP	Worry-Free Pro-Rated Service Plan - ZOLL X Series Includes: Annual preventive maintenance, discounts of 27% on new cables, 27% discount on additional lithium SurePower Batteries, 27% discount on parameter upgrades, Lithium-ion SurePower II Battery replacement upon failure, and accidental damage coverage (see comments). Shipping and use of a Service Loaner during repairs, no charge shipping. Extended warranty is a continuation of the ZOLL Limited Product Warranty. Serial Number(s): AR17H025847,AR17H025877 AR18B030087 QTY = Months 3 XS x 6 months	08/01/2023 to 01/31/2024	18	\$155.00	\$155.00	\$2,790.00
8889-89002-PP	2 Year Precision Service Plan - ZOLL X Series Includes: Annual preventive maintenance, discounts of 24% on new cables, 24% discount on additional lithium SurePower Batteries, 24% discount on parameter upgrades, Lithium-ion SurePower II Battery replacement upon failure, and accidental damage coverage (see comments). X SERIES-Precision Service Plan, 2 Years, Post-sale. Includes: Annual preventive maintenance, parts & labor on normal wear and tear. Shipping and use of a Service Loaner during repairs, no charge shipping. Extended warranty is a continuation of the EMS One Year Product Limited Warranty. Serial Number(s): AR14C007386,AR14C007412 AR14C007526,AR14I009949 AR14I009975,AR14I009977	02/01/2024 to 01/31/2026	6	\$2,895.00	\$2,605.50	\$15,633.00



EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT

Redondo Beach Fire Department (Customer # 102262)

Quote No: 00036890 Continued

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X Series

Part No	Description	Contract Dates	Qty	Price	Adj. Price	Ext. Price
8889-89002-WF	2 Year Worry-Free Service Plan - ZOLL X Series Includes: Annual preventive maintenance, discounts of 27% on new cables, 27% discount on additional lithium SurePower Batteries, 27% discount on parameter upgrades, Lithium-ion SurePower II Battery replacement upon failure, and accidental damage coverage (see comments). X SERIES-Worry-Free Service Plan, 2 Years, Post-sale. Includes: Annual preventive maintenance, SurePower II Battery replacement upon failure, and accidental damage coverage (see comments). Shipping and use of a Service Loaner during repairs, no charge shipping. Extended warranty is a continuation of the EMS One Year Product Limited Warranty. Serial Number(s): AR17H025847,AR17H025877 AR18B030087	02/01/2024 to 01/31/2026	3	\$3,505.00	\$3,154.50	\$9,463.50

TOTAL: \$32,566.50

COMMENTS: *ACCIDENTAL DAMAGE COVERAGE

Includes one case replacement per year per device. This coverage excludes devices that are deemed beyond repair and/or catastrophic damage. ZOLL shall not be responsible for any equipment defect, the failure of the equipment to perform any specified function, or any other nonconformance of the equipment, caused by or attributable to: (i) any modification of the equipment by the Customer, unless such modification is made with the prior written approval of ZOLL; (ii) the use of the equipment with any associated or complementary equipment, accessory or software not supplied by ZOLL; (iii) any misuse or abuse of the equipment; (iv) exposure of the equipment to conditions beyond the environmental, power or operating constraints specified by ZOLL; or (v) installation or wiring of the equipment other than in accordance with ZOLL's instructions.

* BATTERY REPLACEMENT COVERAGE:

Batteries must be maintained per ZOLL's recommended maintenance program. Batteries are replaced upon failure, one for one, throughout the term of the ExpertCare Service contract, should the SurePower battery or SurePower Charger display a fault. Batteries must be evaluated and confirmed of failure through ZOLL Technical Support and/or an on-site field service technician. - Up to three batteries per device will be covered for batteries acquired from ZOLL in last 24 months for batteries that fail during the Worry-Free service contract period. (When Service Contract purchased post-sale) - For batteries acquired from ZOLL over 24 months ago, one battery per device will be covered for batteries that fail during the Worry-Free service contract period. (When Service Contract purchased post-sale)

1. Applicable tax will be added at the time of invoicing.
2. Payment terms are Net 30 after ZOLL Medical Corporation invoice date.
3. If PM's are purchased or applicable: PM work will be scheduled 60-90 days after the agreement is signed.
4. 10% Multi-Unit Discount only applies when the Total Contract Value is invoiced in full and paid in Net 30 Days.

TERMS & CONDITIONS: The terms and conditions of this contract are set forth in the attachments. By signing this contract, Customer acknowledges having read the terms and conditions and agrees to be bound by them.

ZOLL Medical Corporation

Signature:

Name: Catherine Santos

Title: Service Contracts

Date: _____

City of Redondo Beach

Authorized Signature:

Print Name _____ William Brand _____

Title: _____ Mayor _____

Date: _____

ATTEST:

APPROVED AS TO FORM:

EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT for Redondo Beach Fire Department

Preventive Maintenance Terms and Conditions

- 1.** Preventive maintenance ("PM") will be invoiced upon ZOLL's receipt of quote with an authorized signature (the "PM Contract") and, if available, a purchase order.
- 2.** Any PMs that remain unused as of the end of a one-year PM contract will be forfeited and no monies will be refunded to the customer. Any PMs that remains unused as of the end of the initial term of the Multi-year PM Contract will automatically roll over into the next year of the PM Contract. Any PMs that remains unused as of the end of the second and subsequent years of the PM Contract, will be forfeited and no monies will be refunded to the customer.
- 3.** If the customer purchases new ZOLL equipment, unused PMs will be transferred to the new equipment at the end of the factory warranty.
- 4.** If ZOLL determines during the course of performing PM that a repair is required and the device is not covered under warranty, ZOLL will request customer authorization in order to repair the device.
- 5.** Upon the customer's request, a loaner will be provided free of charge pursuant to ZOLL's Loaner Policy. The loaner will be provided for use while the device is being serviced by ZOLL.
- 6.** It is the customer's responsibility to ensure devices covered by the PM Contract are available for Preventative Maintenance at the scheduled times.

EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT for Redondo Beach Fire Department**Extended Warranty Terms and Conditions**

- 1.** The ZOLL Extended Warranty ("EW") extends the term of ZOLL's Factory Warranty by the number of years selected by the customer. EW coverage commences upon the expiration of the Factory Warranty, and is subject to the terms and conditions contained in the Factory Warranty. The EW does not apply to accessories.
- 2.** The price of the EW will be invoiced upon ZOLL's receipt of quote with an authorized signature from the customer and, if available, a purchase order from the customer.
- 3.** The EW is not transferrable and cannot be cancelled. However, if the customer replaces equipment covered by an EW with new ZOLL equipment, upon customer's request, the remaining time under the EW will be transferred to the new equipment at the end of the factory warranty. All requests to transfer the remaining balance of an EW must be submitted in writing to the ZOLL Service Contracts department within 60 days of date of shipment of new equipment. Failure to submit EW transfer request will result in the forfeiture of remaining EW.
- 4.** If the customer has a claim under an EW, customer must call the ZOLL Help Desk (800-348-9011) to arrange for a Return Authorization in advance of sending the unit for evaluation at ZOLL Headquarters.
- 5.** All repairs are performed at ZOLL headquarters in Chelmsford, MA. If a unit needs to be repaired, upon the customer's request, a loaner will be provided free of charge pursuant to ZOLL's Loaner Policy.
- 6.** If no claims are made under the EW during the EW period, the purchase price of the EW is not refundable.