



EXPERTCARE EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT

Durham County EMS (Customer # 7994)

ZOLL Medical Corporation

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

Attn: Marc Ferguson 919) 560-8238 / mrferguson@dconc.gov

Bill To: Durham County EMS

201 E Main St.

Shipping address: 2330 Presidential Drive #114, 27703

Durham, NC 27701

Ship To: Durham County EMS

402 Stadium Drive

Durham, NC 27704

From: Tammy Digan

Service Contracts Inside Sales Representative

(978) 421-9357 / tdigan@zoll.com

QUOTATION: 00041463

Quote Date: May 23, 2024

Quote Pricing: Valid for 60 Days

PM Contact: Marc Ferguson - 919) 560-8238 mrferguson@dconc.gov

X Series

Part No	Description	Contract Dates	Qty	Price	Adj. Price	Ext. Price
8889-89001-PP	Professional Defibrillators/Monitors - Precision Service Plan - 1 Year X SERIES-Precision Service Plan, 1 Year, 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): AR21G060249, AR21G060285, AR21G060291, AR21G060330, AR21G060807, AR21H061403, AR21H061408, AR21H061409, AR21H061411, AR21H061421, AR21H061423, AR21H061424, AR21H061445, AR21H061446, AR21H061447, AR21H061450, AR21H061451, AR21H061454, AR21H061455, AR21H061458, AR21H061462, AR21H061463, AR21H061465, AR21H061466, AR21H061467, AR21H061468, AR21H061470, AR21H061471, AR21H061472, AR21H061473, AR21H061474, AR21H061475, AR21H061477, AR21H061478, AR21H061479, AR21H061480, AR21H061481, AR21H061482, AR21H061483, AR21H061484, AR21H061496, AR21H061497, AR21H061500, AR21H061501, AR21H061647, AR21H061649	07/01/2024 to 06/30/2025	46	\$1,770.00	\$1,504.50	\$69,207.00

TOTAL: \$69,207.00

COMMENTS:

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.

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.



EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT

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Quote No: 00041463 Continued

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

ZOLL Medical Corporation

Signature:

Name: Tammy Digan

Title: Service Contracts Inside Sales Representative

Date: _____

Durham County EMS

Authorized Signature:

Print Name _____

Title: _____

Date: _____

EXTENDED WARRANTY & PREVENTIVE MAINTENANCE CONTRACT for Durham County EMS

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 Durham County EMS

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.