

10
1/7/25



KONE Care™ Maintenance Agreement

Prepared for: Woodbury County - Kenny Schmitz

Date: November 26, 2024

Issued by: Krystle Richards

Dedicated to People Flow™



November 26, 2024
Woodbury County Law Enforcement Center
620 Douglas St.
620 Douglas St., Iowa, 51101

KONE

2511 W. 5th Street
Sioux Falls, SD 57104
Phone: (605) 501-7295
Fax: (605) 332-0904
Krystle.Richards@kone.com

Attn: Kenny Schmitz

Re: KONE Care™ Maintenance Agreement
Woodbury County Law Enforcement Center

Dear Kenny Schmitz,

Thank you for the opportunity to submit our KONE Care Maintenance Agreement for the vertical transportation equipment located at Woodbury County Law Enforcement Center.

KONE Care™ provides a detailed program that covers various components of your vertical transportation operation and is tailored to your specific facility, equipment, and needs. KONE's maintenance methods are utilized to maintain the safety, performance, and reliability of your equipment. Our trained service technicians follow proven performance procedures to help deliver a customized maintenance program, designed specifically to the profile for each piece of equipment.

As part of our advanced solutions, we also invite you to inquire about our KONE 24/7 Connected Services program, an innovative approach to connect your elevators and escalators for predictive monitoring services.. Please let me know if you would like to learn more about this service.

Upon your approval, return a signed copy to your KONE representative. One fully executed copy of the maintenance agreement will be returned to you for your files.

Once again, thank you for the opportunity to serve your vertical transportation needs. Please feel free to contact me with any questions at (605) 501-7295.

Respectfully,

Krystle Richards
Sr. Sales Consultant
KONE



Purchaser ("Purchaser"):

Woodbury County
620 Douglas St.
Sioux City, Iowa, 51101

Service Location ("Premises"):

Woodbury County Law Enforcement Center
620 Douglas St.
620 Douglas St., Iowa, 51101

KONE Inc. ("KONE")

2511 W. 5th Street
Sioux Falls, SD 57104

TENDER DATE: 11/26/2024

EFFECTIVE DATE: 01/01/2025

EXTENDED WARRANTY SCOPE OF SERVICES

1. EQUIPMENT DESCRIPTION ("Equipment")

Manufacturer	Type	Sub-Type	Count
KONE	Elevator	MRL	6

2. SERVICES

KONE will perform 4 maintenance visits to examine, maintain, adjust, and lubricate the components listed below. KONE performs maintenance service in accordance with a proprietary system called KONE Maintenance Method. Data gathered about the equipment is analyzed to determine optimum maintenance frequency. In addition, KONE will repair or replace the components listed below, unless exclusion or limited scope language exists elsewhere in this Agreement.

A. Traction Elevators

1. **Control System**
System performance examinations will be conducted to ensure that dispatching and motion control systems are operating properly.
2. **Hoistway and Pit Equipment**
All elevator control equipment and buffers.
3. **Rails and Guides**
Guide rails, guide shoe gibs, and rollers
4. **Wiring**
All elevator control wiring and all power wiring from the elevator equipment input terminals to the motor.
5. **Door Equipment**
Hoistway and car door hangers, hoistway and car door contacts, door protective devices, hoistway door interlocks, door gibs, and auxiliary door closing devices.
6. **Manual Freight Door Equipment**
Switches, retiring cams, interlocks, guide shoes, sheaves, rollers, chains, sprockets, tensioning devices, and counter-balancing equipment.
7. **Power Freight Door Equipment**
Relays, contactors, rectifiers, timers, resistors, solid state components, door motors, retiring cams, interlocks, switches, guide shoes, sheaves, rollers, chains, sprockets, and tensioning devices.
8. **Signals and Accessories**
Car operating panels, hall push button stations, hall lanterns, emergency lighting, car and hall position indicators, car operating panels, fireman's service equipment and all other signals, and accessory facilities furnished and installed as an integral part of the elevator equipment. Re-lamping of signal fixtures is included only during KONE's maintenance visits. Service requests for re-lamping of signal fixtures will be billed separately at KONE's then current labor rates.
9. **Car Equipment**
All elevator control system components on the car.
10. **Major Parts Coverage**
Hoist Ropes, Selector Assembly, Sheaves, Door Operator System, Traveling Cables, Drive Unit, Hoist Machine:MX;Gear;Gearless
11. **KONE 24/7 Emergency Communications**
All KONE 24/7 Emergency Communications devices and components.

3. TESTING

KONE is not obligated to: perform safety tests other than those specified herein; perform any work required by new or retroactive code changes; perform tests required or correct outstanding violations or deficiencies identified prior to the effective date. Unless specifically provided for in this section; a written Maintenance Control Plan (MCP) and documented testing procedures are not included, even when required by current code, as such that code may be changed or amended from time to time by local jurisdictions. KONE is not responsible

for providing documentation onsite, as all reporting and testing records are available digitally.

4. HOURS OF SERVICE

All services described above in this Agreement will be performed during the regular working hours of the regular working days of the elevator or escalator trade in the location where the services are performed, unless otherwise specified in the Agreement.

5. SERVICE REQUESTS (CALLBACKS)

Service requests are defined as services that require immediate attention and that are within the scope of services and not excluded from the scope of services as provided below. Service requests outside the scope of services will be billed separately at KONE's then current labor rates and material prices plus mileage and incidentals. Any rates and lump sum amounts are not subject to audit. Service requests that require more than one technician or more than two hours to complete will be treated as a repair and scheduled in accordance with the Hours of Service section above. Purchaser agrees that KONE may perform service requests made by any person that KONE believes is authorized by Purchaser to make such requests. Unless specified herein travel time and expenses are billable. (See Attachment A page)

If purchaser requests service on overtime, Purchaser will be charged KONE's hourly billing rate for each over time hour unless specified separately herein.

Regular Time Coverage - (#1 Elevator ; #2 Elevator ; #3 Elevator ; #5 Elevator ; #4 Elevator ; #6 Elevator)

In addition to the work described in the Scope of Services section, this Agreement covers requests for service during the regular working hours of the regular working days of the elevator trade.

Overtime Portion Coverage - (#1 Elevator ; #2 Elevator ; #3 Elevator ; #5 Elevator ; #4 Elevator ; #6 Elevator)

If Purchaser requests service on overtime, Purchaser will be charged only for the difference between KONE's hourly billing rate and KONE's hourly overtime billing rate for each overtime hour.

6. REPORTING SERVICES

KONE may provide Purchaser with access to KONE's online reporting tool. Based on the Purchaser's user access, Purchaser can view information about the performance and service of the Equipment. KONE may provide Purchaser with automatic email notifications that provide information on work performed.

7. EXCLUSIONS

The following are excluded from the scope of services:

A. GENERAL

1. KONE is not obligated to: removal of water or excessive debris from the pit; make replacements or repairs necessitated by fluctuations in the building power systems, adverse machine room or environmental conditions (including without limitation temperature variations below 50 degrees or above 90 degrees Fahrenheit) or humidity greater than 95% relative humidity, prior water exposure, rust, fire, explosion, acts of God, misuse, vandalism, theft, acts or mandates of government, labor disputes, strikes, lockouts, or tampering with the equipment by any person other than a KONE representative, negligence or acts or omissions of the Purchaser or any third party, or any other cause beyond KONE's control.
2. KONE agrees to maintain the existing performance as designed and installed. KONE is not required under this Agreement to make changes in operation and/or control, subsequent to the date of this Agreement.
3. Notwithstanding anything contained to the contrary within this Agreement, KONE's work shall not include any abatement or disturbance of asbestos containing material (ACM), presumed asbestos containing materials (PACM), or other hazardous materials (i.e. lead, PCBs) (collectively "HazMat"). Any work in the affected area where reasonable precautions will be inadequate to prevent foreseeable bodily injury or death to persons resulting from the HazMat is excluded from KONE's scope of work without an applicable change order to reflect the additional costs and time. In accordance with OSHA requirements, Purchaser shall inform KONE and its employees who will perform work activities in areas which contain HazMat of the presence and location of HazMat in such areas which may be contacted during work before entering the area. Other than as expressly disclosed in writing, Purchaser warrants that KONE's work area at all times meets applicable OSHA permissible exposure limits (PELs). KONE shall have the right to discontinue its work in any location where suspected HazMat is encountered or disturbed. Any HazMat removal or abatement, or delays caused by such, required in order for KONE to perform its work shall be Purchaser's sole responsibility and expense. After any removal or abatement, Purchaser shall provide documentation that the HazMat has been abated from the KONE work area and air clearance reports shall be made available upon request prior to the start of KONE's work.
4. Nothing contained within this agreement shall be construed or interpreted as requiring KONE to assume the status of an owner, operator, generator, storer, transporter, treater or disposal facility as those terms appear within RCRA or any Federal or State statute or regulation governing the generation, transportation, treatment, storage and disposal of pollutants. Purchaser shall be responsible to execute all waste manifests necessary to transport hazardous materials for disposal.

B. OBSOLESCENCE

1. Component may become obsolete during the term of this Agreement. Obsolete components are not covered under this Agreement. KONE will provide Purchaser with a separate quotation for the price to replace obsolete components. Equipment modifications necessary to accommodate replacement of obsolete components are at the Purchaser's expense.
2. Components include without limitation any part, component, assembly, product, or firmware or software module. A component is obsolete when it can no longer be economically produced due to the cessation of consistent sources for materials, a loss or termination of a manufacturing process occurs, product reliability analysis shows that it is not economically feasible to continue to produce the component, escalation of component costs beyond acceptable industry expectations drive alternative equipment upgrades, the support of product safety programs or conformance to codes or standards mandates that use of a component be discontinued in its entirety, the OEM designates the component as obsolete, or such component has been installed 20 or more years. No exception to the above will be made for a component designated as obsolete because it can be custom made or acquired at any price. KONE will not be required to furnish reconditioned or used components. After the component that replaces the obsolete component is installed, that component is covered under this Agreement unless it becomes obsolete.

C. ELEVATOR

1. Refinishing, repairing, replacing, or cleaning of the: car enclosure; gates or door panels; door pull straps; hoistway enclosure; rail alignment; hoistway doors; door frames; sills; hoistway gates; flooring; power feeders, switches, and their wiring and fusing; car light diffusers; ceiling assemblies and attachments; smoke or heat sensors; fans; fireman's phone devices; intercoms; phone lines; music systems; media displays; card-readers or other security systems; computer monitoring systems; light tubes and bulbs; batteries for emergency lighting and lowering devices; pit pumps; emergency power generators; hydraulic cylinder; unexposed piping; or disposal or clean-up of waste oil or contamination caused by leaks in the hydraulic cylinder or unexposed piping. KONE is not obligated to perform or keep records of firefighter's service testing, unless specifically included in this Agreement.

8. REMOTE MONITORING

If the Equipment is equipped with remote monitoring capabilities, Purchaser gives KONE the right to utilize this functionality and the phone line to the Equipment to collect data related to the use and operation of the Equipment.

9. SAFETY

Purchaser will provide a safe workplace for KONE personnel and safe access to the equipment, property and machine room areas and keep all machine rooms and pit areas free from water, stored materials and debris; remove and dispose of any hazardous materials, water or waste according to applicable laws and regulations; post any and all instructions and warnings related to the use of the equipment. Purchaser will be solely responsible for proper use, for supervising the use of the equipment, and for taking such steps including but not limited to providing attendant personnel, warning signs and other controls necessary to ensure the safety of the user or safe operation of the equipment.

Escalator or automatic walks have the potential for end user injuries from passengers falling over the side of the escalator balustrade or autowalk platform to a lower level below when passengers ride the equipment in an unsafe manner. Therefore, although not required by ASME A17.1/CSA B44, KONE strongly recommends that you consult with your architect, structural engineer, contractor, security personnel, or other qualified building professional to review your operations and options to develop an appropriate fall protection solution to limit exposure to falls from your elevated equipment.

If in KONE's sole judgment the equipment presents a safety hazard to the riding public or KONE's technicians (including but not limited to Purchaser's act of creating or allowing unsafe practices or conditions or Purchaser's failure to authorize necessary repairs or upgrades), KONE may immediately terminate this Agreement in its entirety upon written notice. To the extent that KONE provides Purchaser with any oral or written account, report, information, or other statement identifying a safety issue with the equipment that is the subject of the Agreement or otherwise makes any recommendation or proposal to make a safety improvement or to address a safety issue related to such equipment, and Purchaser does not immediately approve KONE's proposal or recommendation, Purchaser agrees to indemnify, defend, and hold KONE harmless for any claims arising out of Purchaser's failure to comply with KONE's recommendations and proposals, and any obligation on the part of KONE to indemnify or defend Purchaser with regard to such claim shall be null and void.

10. NOTICE OF MALFUNCTION OR INJURY

As to any elevator or escalator equipment that is the subject of the Agreement, Purchaser will: (i) immediately shut down any such equipment that presents a potential safety hazard; and (ii) provide prompt verbal notice to KONE's Service Center of such hazard. Purchaser will immediately notify KONE's Service Center of any injury or accident in or about such equipment, followed by prompt written notice of such injury or accident. Any indemnity of Purchaser provided by KONE under the Agreement becomes null and void and will not be considered in interpreting the Agreement if Purchaser does not take the action or provide the notice required by this provision.

11. THIRD PARTY SERVICES

- A. All services within the scope of this Agreement must be performed by KONE or its subcontractors, if any. If Purchaser causes or permits a third party to perform the same or substantially the same services required by this Agreement, Purchaser shall be deemed in breach of this Agreement and Purchaser waives all claims against KONE arising from or related to a third party's performance of such services.
- B. If Purchaser determines that it requires any services outside the scope of this Agreement, Purchaser will provide KONE with an opportunity to provide a quotation for such services or to meet any offer from a third party. If KONE agrees to meet a third party offer, Purchaser will enter into a separate contract with KONE for such services. If Purchaser elects to have a third party perform the services, KONE reserves the right to adjust the price of this Agreement.
- C. If a third party works on the equipment during the term of this Agreement, KONE reserves the right to inspect the equipment and may determine that re-work, different or additional work is required. Purchaser will reimburse KONE for the cost the inspection and any additional work required. If Purchaser declines to have KONE perform the additional work, KONE reserves the right to cancel the Agreement upon written notice to Purchaser.

12. NON-KONE EQUIPMENT

If the equipment covered under this Agreement was not manufactured by KONE (or a company acquired by KONE), Purchaser will: (i) provide KONE with a complete set of as-built wiring diagrams, (ii) Purchaser will procure and pay for replacement parts or proprietary diagnostic devices from the OEM, if requested by KONE, and (iii) provide Maintenance Control Plan (MCP) test procedures as required by current code, as that code may be changed or amended from time to time. KONE will reimburse Purchaser for the actual cost paid by Purchaser for OEM parts acquired at KONE's request. KONE is not responsible for any delays, damages, cost, or claims arising from or in connection with Purchaser's failure to provide OEM parts or proprietary diagnostic devices in a timely manner. Purchaser authorizes KONE to produce single copies of the EPROM and/or ROM chips for each unit for the sole purpose of an archive backup of the embedded software to allow for replacement of a defective or damaged chip. These will be stored on the building premises and the Purchaser retains possession.

TERMS AND CONDITIONS

1. TERM AND TERMINATION

- A. This Agreement will commence on the effective date and continue for an initial period of THREE (3) years and is non-cancelable. This Agreement will thereafter automatically renew for successive terms of THREE (3) years. Either party may terminate this Agreement at the end of the initial THREE (3) year term or at the end of any subsequent THREE (3) year term by giving the other party no less than ninety (90) days nor more than one hundred twenty (120) days written notice, via certified mail, prior to the expiration date of the then current term of the Agreement.
- B. If a party materially breaches the Agreement, the other party shall provide written notice of the breach and a reasonable time under the circumstances to cure the breach, but in no event less than a thirty (30) days cure period. If the breaching party fails to cure the breach within the specified time period, the non-breaching party may terminate the Agreement upon fifteen (15) days written notice to the other party.
- C. Upon termination of the of the Agreement, a \$200 decommissioning and transfer fee shall apply for any elevator phone that needs reprogramming to a different number for emergency monitoring.

2. CANCELLATION

If Purchaser cancels or otherwise terminates the Agreement in any way inconsistent with the termination provisions of the Agreement, such cancellation will constitute a material breach of the Agreement. In such case, Purchaser will pay as a cancellation fee an amount equal to fifty percent (50%) of the balance of the total price owed for the remaining term of the Agreement. Notwithstanding anything to the contrary in the Agreement, the cancellation fee will be paid by Purchaser immediately upon receipt of KONE's invoice. Purchaser will reimburse KONE for all costs of collection, including without limitation court costs and reasonable attorneys' fees.

3. ASSIGNMENT

Either party may assign the Agreement to a third party upon thirty (30) days prior written notice to the other party subject to the terms of this provision. If Purchaser transfers ownership of the premises on which such equipment is located to a new owner, Purchaser will promptly provide KONE with new owner's contact information and take all such actions as are necessary to assign the Agreement to the new owner. Purchaser will promptly provide KONE with a copy of such assignment. Should the new owner fail to assume this Agreement, Purchaser shall remain liable for all unpaid amounts, including those owed for the balance of the current unexpired term of this Agreement.

4. PRICE ADJUSTMENTS

If the term of the Agreement exceeds one (1) year, KONE may automatically adjust the price annually effective on the first maintenance invoice in each new calendar year. This adjustment will be equal to the percentage increase or decrease in KONE's straight time hourly labor cost. KONE's straight time hourly labor cost equals the sum of the straight time hourly rate plus the cost of fringe benefits and applicable taxes, including without limitation welfare, pension, vacation, paid holidays, insurance and other union contributions, paid to personnel where the Equipment is located. KONE reserves the right to add annual surcharges to the price of the Agreement, including without limitation, cost of materials, changes to government regulations, other administrative costs, adjustments for the then current price of fuel and charges for disposal or other environmental requirements, such surcharges to be specified by KONE in its sole discretion and invoiced by KONE and paid annually by Purchaser.

5. PAYMENT TERMS

Payment is due net thirty (30) days from the date of the invoice. A charge of the greater of: (i) one and one half percent (1½%); or (ii) the maximum rate permitted by applicable law, will be applied to the unpaid balance. Purchaser will reimburse KONE for all costs of collection, including without limitation court costs and reasonable attorneys' fees.

KONE imposes a surcharge for payment made via credit card that is not greater than our cost of acceptance. The surcharge that we impose for this type of transaction is a percentage of the amount paid via credit card, which will be notified to the customer at the payment portal.

6. SUSPENSION OF SERVICE

If Purchaser fails to pay any invoice within the specified payment terms or if Purchaser breaches any material provision of the Agreement, KONE may stop work or suspend its services under this Agreement and/or other contracts with the Purchaser until all invoices are current or Purchaser cures the breach. Any requests for service during the period of suspension of service or repairs necessitated by the lack of maintenance service will be invoiced by KONE and paid separately by Purchaser. If Purchaser fails to make timely payment, any indemnity provided by KONE under the Agreement is null and void as to any damages that arise during the suspension period for non-payment. Purchaser waives all claims against KONE arising from or related to suspension of service pursuant to this provision.

7. TAXES

Purchaser is responsible for the payment of all federal, state, or local taxes applicable to the services or materials provided under the Agreement.

8. INSURANCE AND INDEMNIFICATION

KONE will provide its standard certificate of insurance.

To the extent permitted by law, Purchaser will indemnify, defend, and hold KONE harmless from and against any and all claims, demands, actions, suits, proceedings, judgments, damages, loss, liabilities, costs, or expenses, including without limitation court costs and reasonable attorney's fees, whether arising from or related to Purchaser's, KONE's, or any third party's negligence, willful misconduct, or acts or omissions in performance of the Agreement.

9. LIMITATION OF LIABILITY

- A. Notwithstanding anything to the contrary in this Agreement, KONE's total liability to Purchaser under the Agreement is limited to the total amount paid by Purchaser to KONE during the calendar year in which the liability occurred.
- B. If there is any litigation between the parties with respect to this Agreement or the subject matter hereof, the prevailing party in such litigation shall be entitled to collect all of its costs and expenses in such litigation, including reasonable attorney's fees and court costs, from the other party.

10. U.S. GOVERNMENT SALES

If the product(s) or service(s) provided under this Agreement are for end use by a federal, state or local government customer, KONE makes no representations, certifications or warranties whatsoever with respect to the ability of its product(s), service(s) or price(s) to satisfy any applicable federal, state or local statutes or regulations, including without limitation the Federal Acquisition Regulation ("FAR").

11. FORCE MAJEURE

KONE shall not be liable for any loss, damage, claim, or delay due to any cause beyond KONE's control, including, but not limited to, acts of domestic or foreign government (including a change in law), strikes, lockouts, work interruption or other labor disturbance, delays caused by others, fire, explosion, theft, floods, inclement weather, riot, civil commotion, war, malicious mischief, infectious diseases, epidemic, pandemic, quarantine, border or port of entry and exit restrictions or acts of God. In the event of such delays, KONE shall be entitled to an extension in time equal to the length of such delay affecting KONE and an equitable adjustment in the Price. Customer shall compensate KONE for labor and material cost escalations resulting from Project delays not caused by KONE, which extend completion of KONE's work beyond the end of the current calendar year. Customer is on notice that IUEC labor rates increase annually.

12. VENUE

The exclusive venue for any dispute between the parties shall be in the County and State of the Premises as set forth on Page 1.

13. PROPERTY RIGHTS

- A. KONE will provide Purchaser with any information or materials that it provides generally to all its customers in the ordinary course of its business. Any tools, devices, or other equipment that KONE uses to perform its services or monitor the Equipment remains the sole property of KONE. If this Agreement terminates or expires for any reason, Purchaser will give KONE access to the premises to remove such equipment at KONE's expense.
- B. KONE retains all rights, title, and interest, including all intellectual property rights, in and to the written materials it provides to Purchaser or uses to perform its services, including without limitation shop drawings, technical documentation, and user manuals, and to any software provided with the equipment. Purchaser will not use such software except in connection with the use and operation of the Equipment. Purchaser will not reverse engineer or otherwise attempt to obtain the source code of any software in object code form.

14. MISCELLANEOUS

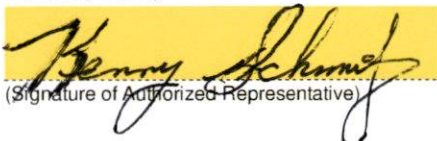
The Agreement, including any attachments, supersedes all prior written or oral negotiations, commitments, agreements, and understandings between the parties relating to the subject thereof, and constitutes the entire agreement between the parties with respect to the subject matter hereof. The Agreement is not effective until signed by KONE's authorized representative or until KONE commences work under the Agreement. The Terms and Conditions set forth herein shall prevail over and supersede any terms and conditions contained in any documents provided by Purchaser. Notwithstanding anything to the contrary in this Agreement, if Purchaser causes or permits KONE to commence performance of services, Purchaser accepts the terms and conditions of this Agreement. The Agreement may not be modified, amended, canceled, or altered by custom and usage of trade or course of dealing. Any section headings are for convenience only and will not in any way limit the scope or affect the interpretation of any provision of the Agreement. In the event any part of the Agreement is determined to be invalid or non-enforceable, the remaining part or provisions will continue in full force and effect. Failure or delay by a party to exercise any right, remedy, power, or privilege accorded by the Agreement does not constitute a waiver of such right, remedy, power, or privilege. A waiver is effective only if in writing and signed by the waiving party. A written waiver of default will not operate as a waiver of any other default or of the same default in the future. The terms and conditions of the Agreement that by their sense and context are intended to survive expiration or termination of the Agreement will so survive, including without limitation the making of all payments hereunder.

PRICE

\$2,863.50 per month payable by Purchaser annually in advance (\$34,362.00 per annual installment). If Purchaser does not sign this Agreement within 45 days after the tender date above, KONE reserves the right to submit a revised price.

Payment Option	Surcharge	Revised Monthly Price	Acceptance
Annual in advance payment	0% Increase	\$2,863.50 per month	

Woodbury County


 (Signature of Authorized Representative)

Kenny Schmitz
 (Print Name)

Building Services Director
 Title

January 7th, 2025
 Date

Respectfully submitted,

Krystle Richards

KONE Inc.


 (Approved by) Authorized Representative

Sr. Sales Consultant
 Title

12/30/2024
 Date

KONE Care Value Added Services

These services are offered to improve the quality and transparency of the KONE service delivery experience.

TESTING

In addition to the work described in the Services section above, the following additional services have been negotiated and are included at the determined frequency as listed. KONE is not liable for any property damage or personal injury, including death, resulting from test.

1. #1 Elevator

CAT1 Traction Test 12 Mo - An annual no load test as required by applicable code.
Firefighter Safety Testing - 3 Month Intervals - The Firefighter's Service Test (necessary records) as required by applicable code will be completed on quarterly preventative maintenance visits. Most jurisdictions allow ownership or management to perform and keep records for firefighter's service testing.

2. #2 Elevator

CAT1 Traction Test 12 Mo - An annual no load test as required by applicable code.
Firefighter Safety Testing - 3 Month Intervals - The Firefighter's Service Test (necessary records) as required by applicable code will be completed on quarterly preventative maintenance visits. Most jurisdictions allow ownership or management to perform and keep records for firefighter's service testing.

3. #3 Elevator

CAT1 Traction Test 12 Mo - An annual no load test as required by applicable code.
Firefighter Safety Testing - 3 Month Intervals - The Firefighter's Service Test (necessary records) as required by applicable code will be completed on quarterly preventative maintenance visits. Most jurisdictions allow ownership or management to perform and keep records for firefighter's service testing.

4. #5 Elevator

CAT1 Traction Test 12 Mo - An annual no load test as required by applicable code.
Firefighter Safety Testing - 3 Month Intervals - The Firefighter's Service Test (necessary records) as required by applicable code will be completed on quarterly preventative maintenance visits. Most jurisdictions allow ownership or management to perform and keep records for firefighter's service testing.

5. #4 Elevator

CAT1 Traction Test 12 Mo - An annual no load test as required by applicable code.
Firefighter Safety Testing - 3 Month Intervals - The Firefighter's Service Test (necessary records) as required by applicable code will be completed on quarterly preventative maintenance visits. Most jurisdictions allow ownership or management to perform and keep records for firefighter's service testing.

6. #6 Elevator

CAT1 Traction Test 12 Mo - An annual no load test as required by applicable code.
Firefighter Safety Testing - 3 Month Intervals - The Firefighter's Service Test (necessary records) as required by applicable code will be completed on quarterly preventative maintenance visits. Most jurisdictions allow ownership or management to perform and keep records for firefighter's service testing.

KONE Care Value Added Services

These services are offered to improve the quality and transparency of the KONE service delivery experience. Any discontinuance of these services for any reason may not necessarily result in a refund or reduction in price to any maintenance agreement in effect between KONE and the Purchaser, if applicable.

KONE shall perform the selected Value-Added Service (each a "service" and together the "services") substantially as set forth and authorized below:

1. Emergency Video Communication (EVC)

Emergency Video Communication includes hardware that enables two-way audio and text-based communication between the elevator cab and a call center, which can visually observe passengers in the cab during an emergency.

Conditions:

1. If Customer uses KONE's Customer Care Center, the contact list form must be completed prior to programming the phones. Purchaser may select a different call monitoring center, in which case KONE will have no responsibility for monitoring, receiving, answering, or maintaining any communications from the elevator cab, or for troubleshooting errors or service interruptions. Purchaser assumes all liability with respect to such communications, including any responsibility for retaining chat and voice logs and managing access rights for any users of the system receiving communications from the elevator car, as well as any other actions required by code or applicable law. KONE disclaims all liability for claims, losses, personal injury, and death for a lack of, or deficient, response to communications with the elevator car.
2. The customer must provide a LAN network with internet service for the Emergency Video Communications solution to connect with Cloud services. The network should support a 4-hour power backup and DHCP service for devices. A router may be required for network interconnection. However, router delivery and configuration, as well as cables connecting solutions to the LAN network, are not included in KONE's scope. The provided cables must reach the solution's installed location. Specific network requirements will be detailed separately.
3. For KONE's Emergency Video Communication, upon expiration, termination, or cancellation of this Proposal or this contract for services, as applicable, to retain access to the communications portal, cloud connectivity, software support and other items necessary to maintain the emergency communications functionality of each unit, Purchaser shall pay KONE \$50 per month, per unit of wirelessly connected equipment ("Connectivity Fee"). KONE will invoice Customer the annual amount of the Connectivity Fee in advance.
4. All services, maintenance, updates and repairs of the hardware or other equipment will be charged and payable at the then-applicable

rates for hourly labor, materials, service, and travel time and expenses.

5. For non-payment of the Connectivity Fee or other charges, KONE will terminate the services upon thirty (30) days' advance notice. In such event, KONE will have no responsibility for monitoring, receiving, or maintaining any communications from the elevator cab or for troubleshooting errors or service interruptions.
 6. Purchaser assumes all liability with respect to communications transmitted over the Emergency Video Communications, including any responsibility for retaining chat and voice logs and managing access rights for any users of the system receiving communications from the elevator car, as well as any other actions required by code or applicable law. Purchaser shall indemnify, defend and hold harmless KONE from and against all loss or damages, however arising or categorized, including but not limited to personal injury and death or property damage, and for any claim or demands therefor resulting from or arising out of the Emergency Communications system and/or emergency response, except for claims caused by the sole negligence of KONE.
- 2. KONE Emergency Phone Monitoring (KRMS)**
KONE shall program the elevator phone(s) listed below to call the KONE Customer Care Center (KC3) and will monitor the elevator phone(s).

Customer shall:

1. Provide names and phone numbers of at least (2) of its representatives for the KONE service Center to contact on a 24-hour basis, and at least one (1) police, fire or local 911 agency name and phone number.
 2. Notify KONE immediately in writing of any changes in these names or numbers. In the event of a call from the elevator, the KONE Customer Care Center will contact the points of contact in the order listed below. The local authorities will be contacted only if the previously mentioned point of contacts cannot be reached.
 3. If KONE does not provide Wireless Phone service, Customer shall provide an analog phone line to the elevator machine room (to be terminated on the appropriate phone jacks). If phone line is an extension off an existing phone system, a backup power source must also be provided. An extension, if applicable, must be a direct inward dial (DID) extension. All phones and associated equipment shall be in compliance with the requirements of ASME A17.1, local codes and applicable law, as amended. Customer shall also provide phone number(s) and/or extension(s) for the phone(s) being programmed.
 4. Upon termination of any reason of Emergency Phone Monitoring, no further phone services will be provided, the Purchaser is responsible for immediately reprogramming the phone to dial to a location other than a KONE designated phone number.
- 3. KONE 24/7 Connected Services (24/7 CS)**
KONE's 24/7 Connected Services uses proprietary advanced remote monitoring and analysis technologies to bring intelligent services to elevators and escalators. 24/7 Connected Services provides continuous updates on the status and condition of the equipment, allowing KONE to perform services tailored to each equipment's needs.

Conditions:

1. The remote monitoring device may be a built-in component of a new KONE elevator or installed later for the equipment. Through the 24/7 Connected Services, KONE collects, exports, and uses data generated by the equipment. KONE exclusively owns such data, the software and device used to gather and process it. Purchaser has no ownership or proprietary rights therein. Purchaser will not use the 24/7 Connected Services device, except in connection with the equipment. Purchaser will not reverse engineer or otherwise attempt to obtain the source code of any software in object code form.
2. Purchaser consents to KONE using the data collected from 24/7 Connected Services, together with any associated site or equipment-related descriptors, in its marketing materials. Including but not limited to social media, testimonials, case studies, brochures, videos, and other promotional materials, either during or after the term.
3. Repair and maintenance needs identified through the Services shall be performed based on the repair coverage agreed in the Agreement. Indicators or predictors will be reviewed for the need for immediate service, for inspection at the regular maintenance visit, or otherwise addressed at the sole discretion of KONE. Unless otherwise provided for in the Agreement, any callouts, repairs, or maintenance prompted by the KONE 24/7 Connected Services shall be performed during regular working hours of regular working days, Monday to Friday, statutory holidays excluded, of the International Union of Elevator Constructors (IUEC.) All response times generated by KONE 24/7 Connected Services shall be calculated starting at 8:00 a.m. local time the next business day.
4. In the event the 24/7 Connected Services are not provided for any reason, KONE will not necessarily pay refunds, credit, or other consideration to Purchaser, or adjust or reduce any pricing for any maintenance or service agreement, if applicable.
5. Should the Agreement expire or terminate, the Services, including phone services or data collection, will no longer be provided. Purchaser will provide KONE with access to the site to remove any device used for the collection of equipment data, in KONE's discretion. In such event, KONE shall have no obligation to collect, export, or analyze any data, or to provide the source code of any software in object code form. This provision shall survive the expiration or termination of the Agreement.
6. If the Customer uses its own SIM card, network connection, or connectivity (via wireless or wired) for the data transfer required by the Services, KONE shall not be liable for any costs of data transfer. In no event shall KONE be liable for any losses due to disruption in service. KONE does not warrant the services will be provided error-free or uninterrupted.

4. The KONE Care Values Added Services are performed on the following equipment:

Equipment Name	KONE Equipment #	Wireless Phone	Phone Monitoring	24/7 Connect	Emergency Video Communication
#1 Elevator	44663924		X	X	X
#2 Elevator	44663925		X	X	X
#3 Elevator	44663926		X	X	X
#5 Elevator	44663928		X	X	X
#4 Elevator	44663927		X	X	X
#6 Elevator	44663929		X	X	X

5. KONE MAKES NO EXPRESS OR IMPLIED WARRANTY; DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT; AND DISCLAIMS ANY WARRANTIES ARISING BY USAGE OF TRADE OR BY COURSE OF DEALING. KONE MAKES NO WARRANTY THAT SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. KONE IS NOT LIABLE FOR ANY DAMAGES RELATING TO LACK OF NETWORK COVERAGE AT THE SITE OF THE EQUIPMENT, DUE TO TAMPERING WITH THE REMOTE MONITORING DEVICE, INTEROPERABILITY, SERVICE DEFECTS, SERVICE LEVELS, DELAYS, SERVICE ERRORS, INTERRUPTIONS OR ANY OTHER REASON OUTSIDE OF KONE'S REASONABLE CONTROL. KONE DISCLAIMS ANY LIABILITY FOR DAMAGES OR INJURIES (INCLUDING DEATH) ARISING FROM OR IN CONNECTION WITH THE OPERATION OR USE OF THE SERVICES SET FORTH HEREIN.

Attachment "A"
Amendments to Service Agreement

The parties hereby agree to be bound to the terms contained in the Agreement, together with those terms contained in this Attachment A. In the event of conflict between terms contained in the Agreement and terms contained in this Attachment A, the terms in this Attachment A shall supersede and prevail.

In regards to the SERVICE REQUESTS (CALLBACKS section:

Woodbury County Building Services & Woodbury County Sheriff Office are the only authorized personnel to create callouts.

In regards to the PRICE ADJUSTMENTS section:

All annual escalations shall be capped at 5%

EXTENDED TERM SAVINGS OPTION It is agreed that in consideration of Purchaser's selection of one of the extended contract terms set forth below, KONE will apply, upon acceptance of this agreement by Purchaser, the appropriate savings discount to the contract price throughout such contract term and all term periods subsequent thereto.

Extended Term	Discount %	Extended Term Pricing	Initial to Select
Three (3) years	0%	\$2863.50 per month	
Five (5) years	4%	\$2748.96 per month	
Seven (7) years	5%	\$2720.33 per month	

CUSTOMER INFORMATION

Who is the agreement with?		
Legal Name of the Company:		
Address:		
City:	State:	Zip:
Contact Name:	Title:	
Phone:	Fax:	
Is the Owner tax exempt? Yes (If Yes, provide the Tax Exemption Certificate.)		
Federal tax ID #:		

Where should the invoice be sent?		
Legal Name of the Company:		
Attention:		
Address:		
City:	State:	Zip:
Contact Name:	Title:	
Phone:	Fax:	
Federal tax ID #:	Email:	

Who will be responsible for paying the invoices?		
Legal Name of the Company:		
Attention:		
Address:		
City:	State:	Zip:
Contact Name:	Title:	
Phone:	Fax:	
Federal tax ID #:	Email:	

Remote Monitoring Service Voice Link and Wireless Phone Service

Elevator Description	Equipment #	Elevator Phone # and Extension for Caller ID
1		
2		
3		
4		
5		
6		
First Point of Contact (Required)		
Name:	Title:	
Phone #:	Cell Phone #:	
Second Point of Contact (Required)		
Name:	Title:	
Phone #:	Cell Phone #:	
Third Point of Contact (Optional)		
Name:	Title:	
Phone #:	Cell Phone #:	
Local Emergency Authorities (Required)		
Fire Department Phone #:	Police Department Phone #:	