

**CITY CLERK
ORIGINAL**

3M Library Systems
3M Center
PO Box 33900
St. Paul, MN 55133-3900
800-328-0067
www.3M.com/library

**C-10201
08/12/2015**



SERVICE AGREEMENT EXPIRATION NOTICE

July 24, 2015

Service Agreement: US40518

Service Agreement Expiration Date: August 15, 2015

3M Account # : GBL5799

GLENDALE PUBLIC LIBRARY

Attn: **KAREN REED**

FOOTHILLS BRANCH

19055 N 57TH AVE

GLENDALE, AZ 85308

Dear KAREN,

I'm writing to you today to remind you that in 90 days your 3M Service Agreement will expire. You will need to renew your Service Agreement to continue coverage on your 3M™ Library Systems equipment.

In today's world there is no smarter investment than a 3M Service Agreement. It provides peace of mind knowing that your 3M Library Systems equipment will be functioning when you need it most to provide the services your customers have come to rely upon.

Complete equipment coverage

3M Library Systems advanced solutions help enhance the productivity of your library staff through industry leading technology. Even though great care goes into every product we build, it's impossible to manufacture a system that is 100% reliable for as long as you own it. That's why there is no smarter investment than a 3M Service Agreement.

Our Service Agreement covers labor, parts and equipment modifications necessary to keep your equipment operating at peak performance.

In short, we take care of practically everything.

Rapid response to your service needs

You can request service via our 800 number 24 hours a day, 7 days a week. While many issues can be quickly resolved over-the-phone, should you require on-site service, we offer a nationwide network of trained professionals ready to return your 3M system to full operation.

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Help eliminate expensive surprises

Your 3M Service Agreement helps you continue to receive the value provided by your 3M Library Systems purchase, and no one knows how to maintain your 3M equipment better than 3M service professionals. Should you choose not to renew your 3M Service Agreement, will you be ready for the unexpected?

Time and materials charge labor rates are \$250 per hour plus a callout charge of \$325 to \$425 depending on your service zone. You will also be responsible for the cost of any necessary replacement parts. You can see that just a single call could more than cover the cost of a whole year's Service Agreement coverage. Is it really worth it to take a chance?

Renewing is easy

Give yourself the peace of mind that renewing your 3M Service Agreement provides today. Just fax or mail a renewal purchase order to the number or address indicated below. You can also use your Visa or MasterCard (just call the number below for information on doing this). Your renewal price is guaranteed for a limited time, so please take a moment and renew today!

**Did you know you can now place a service call or renew your service contract on line?
Visit us at www.3m.com/uslibraryservice for details.**

Sincerely,

Service Sales Representative
Telephone: 800-328-0067, Opt 1, Opt 2
Fax: 888-263-1916

Return to: 3M Library Systems Contracts
Attn: Contract Administrator
PO Box 33900
St. Paul, MN 55133-3900

P.S. If someone else is responsible for responding to this notice, please forward this letter to them! Thank You!

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3M Products(s) Located at: GLENDALE PUBLIC LIBRARY
 MAIN LIBRARY
 5959 W BROWN ST
 GLENDALE AZ 85302
3M Acct #: JXB3899

Model	Model Type	Serial ID	Start Date	End Date	Amount
Software	3225	74100420	8/16/15	8/15/16	\$0.00
Selfcheck	8412F	74100420	8/16/15	8/15/16	\$2,277.00
Selfcheck	8412F	74100421	8/16/15	8/15/16	\$2,277.00
Software	3225	74100421	8/16/15	8/15/16	\$0.00
Selfcheck	8412F	7410392	8/16/15	8/15/16	\$2,277.00
Software	3225	7410392	8/16/15	8/15/16	\$0.00
RFID Detection Sys	9102BP	91200832	8/16/15	8/15/16	\$1,473.00
RFID Detection Sys	9102BP	91200833	8/16/15	8/15/16	\$1,473.00

TOTAL \$28,681.00

Please Add Applicable Tax: \$

Payment Terms are "Net 30"

Notes:

===== Removed the following from US40518 and created new Depot quote ID# 187714 =====

- RFID Stf Wkst 895 / SN# P1207436
- RFID Stf Wkst 895 / SN# P1207437
- RFID Stf Wkst 895 / SN# P1207438
- RFID Stf Wkst 895 / SN# P1207439
- RFID Stf Wkst 895 / SN# P1207445
- RFID Stf Wkst 895 / SN# P1207446
- RFID Stf Wkst 895 / SN# P1207473
- RFID Stf Wkst 895 / SN# P1207474
- RFID Stf Wkst 895 / SN# P1207475
- RFID Stf Wkst 895 / SN# P1207476
- RFID Stf Wkst 895 / SN# P1207477
- RFID Stf Wkst 895 / SN# P1207478
- RFID Stf Wkst 895 / SN# P1209789
- RFID Stf Wkst 895 / SN# P1209790
- RFID Stf Wkst 895 / SN# P1209791
- RFID Stf Wkst 895 / SN# P1209792

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Please indicate your intentions below:

Yes, I wish to renew the Service Agreement: US40518 (Please attach your Purchase Order and return it to the address listed below.)

Please indicate billing frequency preference:

Annual _____ Semi-annual _____ Quarterly _____ Monthly _____
(\$100.00 Fee) (\$200.00 Fee) (\$600.00 Fee)

Purchase Order Number: _____ (Please provide if you require a purchase order on your invoice.)

_____ Indicate here if you wish to pay by check. (Please DO NOT enclose a check. You will be invoiced at a later date.)

_____ No, I do not wish to renew the Service Agreement.

Reason for Cancellation: _____

_____ I am interested in purchasing additional library equipment. Please have my Sales Representative contact me.

Please enter below the name of the person authorizing the renewal or cancellation of the Service Agreement.

Michael L. Beck
Name (Please Print) Telephone Number 623-930-3546 Fax Number 623-842-2164 Date 8/12/15

mbeck@glendaleaz.com
Email Address

ATTEST:
[Signature]
City Clerk

Service Sales Representative
Telephone: 800-328-0067, Opt 1, Opt 2
Fax: 888-263-1916

Return to: 3M Library Systems Contracts
Attn: Contract Administrator
PO Box 33900
St. Paul, MN 55133-3900

Approved as to form
[Signature]
City Attorney

THIS IS NOT AN INVOICE

Terms and Conditions

WHAT WE WILL DO:

Hardware: In consideration of payment of the agreement price, 3M will furnish labor and replacement parts necessary to maintain the Equipment specified in this agreement in proper operating condition during the term of this agreement, provided that the Equipment is installed by an authorized 3M Service Provider and used as directed. This Service Agreement covers Equipment failure during normal usage. 3M agrees to provide:

- On-site remedial maintenance during On-Site Coverage Hours When 3M is notified that the Equipment is not in good working order. 3M will provide a toll-free telephone number for Customer to place, and 3M will receive, Equipment maintenance service calls twenty-four (24) hours per day, seven (7) days per Week.
- All labor, service parts and Equipment modifications 3M deems necessary to maintain the Equipment in good working order. All service parts will be furnished on an exchange basis and will be new parts or parts of equal quality. For certain Equipment, 3M reserves the right to replace the entire unit with new equipment or equipment of equal quality when 3M determines that replacement is more economical than on-site repair. All Equipment and service parts removed for replacement become the property of 3M.

Software: In consideration of payment of the agreement price, 3M will furnish over-the-phone software support and remote troubleshooting of the 3M Software specified in this agreement as well as updates necessary to maintain the 3M Software specified in this agreement in proper operating condition during the term of this agreement, provided that the 3M Software is installed and used as directed. 3M agrees to provide:

- All software configuration modifications 3M deems necessary to maintain the 3M Software in good working order
- 3M Software updates
- Internet Filter list updates (as applicable)
- A toll-free telephone number for Customer to place and 3M to receive software support calls. Over-the-phone software support calls may be placed twenty-four (24) hours per day, seven (7) days per week. Calls will be addressed during 3M Software Support Coverage Hours in the order they were received.

WHAT IS NOT COVERED: The basic maintenance fee does not include and 3M is not obligated to provide or perform repair of damage or increase in service time caused by (i) failure of Customer to provide continually a proper operating environment and supply of power as prescribed by the Equipment manufacturer; (ii) accident; (iii) Acts of God, including but not limited to fire, flood, water, wind and lightning; (iv) neglect, abuse or misuse; (v) failure of Customer to follow 3M's published operating instructions; (vi) modification, service or repair of the Equipment by other than 3M authorized personnel; (vii) use of Equipment for purposes other than for which designed; (viii) painting or refinishing the equipment; (ix) relocation of the equipment; (x) replacement of broken or damaged cabinetry; to include items such as lattices, base covers, book check covers, etc.; (xi) electrical work external to the Equipment; (xii) cosmetic restoration (e.g., filling of holes in floor or walls, plugging or wire run openings, removal of tape residue, etc.) after removal or relocation of equipment for any reason; (xiii) restoration of Equipment performance when it has been degraded by placement of unauthorized interference sources within the affected range of said equipment; (xiv) service requests related to use of markers (strips) other than those manufactured by 3M or its authorized distributor(s); (xv) modification, or repair of the 3M Software by other than 3M authorized personnel; (xvi) use of the 3M Software for purposes other than for which designed; (xvii) virus / hacker activity; (xviii) Non-3M Software related updates and upgrades including, but not limited to, Operation System, Anti-Virus, Intrusion Detection. (xix) labor or materials associated with consumables such as receipt printer paper, separator jaws, patron counter batteries, and similar items.

RENEWAL: This agreement is NOT automatically renewable. If a renewal agreement is offered by 3M, the agreement price quoted will reflect the age of the product and the service costs at the time of renewal.

ENTIRE AGREEMENT: This instrument sets forth the entire agreement between the parties, and no representation, promise or condition not contained herein shall modify these terms whether made prior to or subsequent to the execution of this agreement.

Library Systems
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78-8123-7221-3 Rev B

Printed in U.S.A.