

**CITY CLERK  
ORIGINAL**

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

**C-10202  
08/12/2015**



**SERVICE AGREEMENT EXPIRATION NOTICE**

July 24, 2015

Service Agreement:

**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,

Does your library have funds budgeted for emergencies? Most libraries don't.

That's why I'm writing you about your 3M Depot Service Agreement. Your coverage will expire on the date listed above and your 3M Library Systems equipment will no longer be covered. So if your systems ever need repair, your library will somehow have to find the funds to cover it.

**Complete equipment coverage**

3M's high technology equipment is extremely complex. And 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 not a smarter investment than a 3M Service Agreement.

Our Depot Repair Service Agreement covers virtually all labor, parts and any other equipment modifications necessary to get - and keep - your systems working.

In short, we take care of practically everything. No matter what the problem, or where you are in the United States.

**Same day telephone response**

We typically give a telephone response on the same day you call.

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**Renewing is easy**

Give yourself some peace of mind and renew your 3M Depot Repair Service Agreement today. Just fax or mail a renewal purchase order to the number or address indicated below. Or use your Visa or MasterCard (just call the number below for information on doing this). We can guarantee your renewal price for only 30 days beyond the date on this notice, make sure you renew soon!

**Did you know you can now place a service call or renew your service contract on line?  
Visit us at [www.3m.com/uslibraryservice](http://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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Date: 7/24/2015

Service Agreement: Renewal Period: 08/16/15 to 08/15/16  
 Charge To Account #: GBL5799  
 Contact: KAREN REED  
 Telephone: 623-930-3853

**3M Products(s) Located at:** GLENDALE PUBLIC LIBRARY  
 FOOTHILLS BRANCH  
 19055 N 57TH AVE  
 GLENDALE AZ 85308  
**3M Acct #:** GBL5799

Model	Model Type	Serial ID	Start Date	End Date	Amount
RFID STF WKSTN	895	P1207436	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207437	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207438	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207439	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207474	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1209792	8/16/15	8/15/16	\$380.00

**3M Products(s) Located at:** GLENDALE PUBLIC LIBRARY  
 VELMA TEAGUE BRANCH  
 7010 N 58TH AVE  
 GLENDALE AZ 85301  
**3M Acct #:** JXB3824

Model	Model Type	Serial ID	Start Date	End Date	Amount
RFID STF WKSTN	895	P1207445	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207446	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1209791	8/16/15	8/15/16	\$380.00

**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
RFID STF WKSTN	895	P1207473	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207475	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207476	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207477	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1207478	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1209789	8/16/15	8/15/16	\$380.00
RFID STF WKSTN	895	P1209790	8/16/15	8/15/16	\$380.00

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**TOTAL**            \$6,080.00

Please Add Applicable Tax: \$

*Payment Terms are "Net 30"*

Notes:

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Please indicate your intentions below:

**Yes**, I wish to renew the Service Agreement: (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*  
Michael L. Beck    623-930-3546    623-842-2161    8/12/15  
Name (Please Print)    Telephone Number    Fax Number    Date

mbeck@glendaleaz.com  
Email Address

**ATTEST:**  
  
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  
  
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:

- 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. 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
- 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. (xviii) 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.

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