



General Contract Terms:

- Standard contract term is one year with available options to renew for additional years.
- Payments will be made according to the specific contract, but within 30 days of receiving invoice.
- Major magnetics such as power transformers are excluded from full service contracts.
- Any pre-existing conditions which require parts and additional labor to remedy are excluded. This will be determined during the first PM or at other times determined by the customer and agreed by Tru -Power Corp.
- PM Visits are scheduled during regular business hours. After -hour PM Visits will be charged an overtime fee unless otherwise previously negotiated.
- Full service and PMES contract customers enjoy 7x24x365 service with a maximum four (4) hour response time. PM only customers have priority service status over non-contract customers.