

Maintenance Service Level Agreement Form

Parties Involved:

- Service Provider: _____
- Client/Company: _____

Agreement Start Date: _____

Agreement End Date: _____

Scope of Maintenance Services

1. Routine Maintenance: Yes No
 - Frequency (e.g., Monthly/Quarterly): _____
 - Services Included: _____
2. Emergency Repairs: Yes No
 - Response Time: _____
 - Types of Repairs Covered: _____
3. Preventive Maintenance: Yes No
 - Scheduled Checkups (e.g., every 6 months): _____
 - Key Areas Covered: _____

Performance Standards and KPIs

Service Metric	Standard Required	Monitoring Frequency	Penalties for Non-Compliance
Response Time for Issues			
Downtime Allowed			
Quality of Repair			

Compliance with Safety Standards			
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Roles and Responsibilities

- **Service Provider:**
 - **Conducts regular maintenance checks**
 - **Responds promptly to repair requests**
- **Client:**
 - **Provides access to equipment**
 - **Notifies provider of issues in a timely manner**

Signatures:

Service Provider Signature: _____ **Date:** _____

Client Signature: _____ **Date:** _____