**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** |  |  |  |

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**