Service & Maintenance Commitment Schedule

Attach to the Signed Placement Agreement

REVIEW TEMPLATE - UNSIGNED - COMPLETE TERMS AND OBTAIN APPROVAL BEFORE USE

1. Site, equipment and accountable contacts

This schedule records proposed responsibilities and measurable commitments. It becomes effective only when completed and accepted by the responsible parties with the underlying agreement. Blank targets are unagreed, not zero-cost or immediate-service promises. Identify business hours, calendar vs. business days, time zone, access dependencies and exclusions for every response target.

Agreement / site / equipment reference

Machine type: ATM or VENDING

Responsible operator / provider

Host contact

GPSS coordination contact

Service hours / time zone

Primary support contact

Backup / escalation contact

2. Preventive care and replenishment

Vending refill cadence / trigger or N/A

Cleaning / expiration-check frequency

Products / pricing approval process

Preventive maintenance frequency

ATM cash-service provider or N/A

Connectivity / remote monitoring owner

Host access windows / restrictions

Maintenance records / review frequency

Vending operator records products, cleaning, expiration checks and refill visits. ATM cash-service details are exchanged securely with the authorized provider; do not include cash amounts or replenishment times here. Monitoring is not implied unless an actual service is contracted and enabled.

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3. Faults, refunds and recovery targets

Issue reporting channel / reference format

Acknowledgement target / service hours

Triage / attendance target

Repair or replacement target

Target clock / access dependencies

Refund handling owner / process / target

Safety / contamination escalation process

Repeat-fault escalation threshold

Outage / stockout reporting frequency

Removal / replacement decision terms

Record reported time, machine reference, fault category, responsible person, response, repair evidence and host confirmation. Do not close a case merely because a message was sent. If the target cannot be met, notify the host, document the revised plan and use the escalation contact. Safety concerns take priority; the responsible party determines shutdown and restoration procedures.

4. Proof, reviews and acceptance

At installation, record equipment reference, site approval, installer completion, an approved functional check and service contact handover. Review early operation after one week and again after 30 days unless another schedule is agreed. Reconcile unresolved repairs, refunds, stockouts and any compensation. No compensation or service penalty is implied; negotiate those terms in the underlying agreement.

Installation / working-check reference

First-week and 30-day review dates

Operator/provider signer / title / date

Host signer / title / date

GPSS coordination acknowledgement

Version / effective date / attachments

GPSS coordination acknowledgement does not make GPSS the repair, stocking or cash-service provider. Attach to the applicable agreement and keep the executed version in the parties' approved records. This download is unsigned and subject to review.