



YOUR KÄRCHER SERVICE CONTRACT

Wroughton Parish Council

Barrett Way, Wroughton
Swindon
SWINDON
SN4 9LW

Our Ref: Contract No.SC-102173 / Account No. 1801088209

Date: 15/10/2025

KÄRCHER SERVICE: UK Renewal - Full Service Contract

Dear Oliver

Please find information about your Kärcher equipment covered by this service contract below:

Equipment	Part Number	Serial Number	Visits per year	Payment Cycle	Cost Per Payment Cycle	Cost Per Month
MC 130 Adv Stage III B	1.442-233.4	230107	2	Yearly	5554.26	462.86

All prices are excluding VAT

Please read in conjunction with our terms and conditions below.

All prices are excluding VAT and are valid for 90 days from the above date.

Please read this in conjunction with our terms and conditions which are available to view here: Professional Equipment.

Cover level: Service Full - Renewal

Cover Inclusions:	Cover Exclusions:
• 48 hour response • Pre-Planned Maintenance Visits • Call Out • Labour • Spare parts	• Consumables • Damage, misuse and abuse • Loan machine

Your contract will take effect from the date of your purchase order and run for a period of 12 months, unless otherwise agreed.

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We recommend regular servicing of your equipment to ensure the continued efficient and economic running of the system.

To book your service visits or if you should need to report a break down and require engineer attendance, please contact our **Service Desk** on the details shown below:

Call the Service Desk on: **01295 752084**

Or E-mail at: service.support.uk@karcher.co.uk

Please note: e-mails are monitored between the hours of 08:30 to 17:00 Monday to Friday.

By signing the below contract acceptance and returning by email you are accepting your quotation and the Kärcher (UK) Ltd terms of contract outlined above and in the T&C's found

If you have any queries relating to this contract document, please do not hesitate to contact us.

Yours faithfully,

Brown, Libby

Service Desk Administrator

UK Kärcher (U.K.) Ltd.

E-mail: service.support.uk@karcher.com

Tel: +44 1295 752 084

Customer Acceptance:

Please complete the Contract Acceptance below and return to me by email or fax

Our Ref: Contract No.SC-102173 / Account No. 1801088209

Date: 15/10/2025

CONTRACT ACCEPTANCE:

Name:

Position:

Order Number:

Signature:

Date:

Declaration: ☐ I confirm I have read and understood the Kärcher Terms & Conditions

SUPPLEMENTARY TERMS AND CONDITIONS OF BUSINESS (KÄRCHER PROFESSIONAL Service Agreements – Professional Equipment

1. Any agreement is valid for the period stated within the Kärcher Service Maintenance Agreement document as agreed by both parties. Following the initial term (as agreed by both parties) a 30 day renewal notification will be sent to you by Kärcher (UK) Ltd, whereby a new agreement document will be provided, where an extension of the Service Maintenance Agreement can be agreed.

2. Kärcher (UK) Ltd reserves the right to cancel this agreement, giving 30 days' notice in writing if the customer fails to use the equipment in accordance with the manufacturer's operating instructions. Any prepaid element of the Service Maintenance Agreement will be refunded within 30 days of cancellation taking place.

3. The customer may also cancel this agreement giving 30 days' notice in writing to Kärcher (UK) Ltd. Any and all outstanding invoices will be valid until agreed termination date.

4. Equipment that has not previously been covered by a Kärcher Service Maintenance Agreement needs to be brought up to a Kärcher approved standard, using Kärcher parts, fitted by a Kärcher engineer, before the agreement can commence. If remedial work is required, this will be carried out at standard labour costs, less the call out charge. Parts will be charged at list price less agreed discount. The Service Maintenance Agreement will commence upon completion of any remedial works.

5. Kärcher (UK) Ltd agrees to provide regular maintenance visits as stated in the Kärcher Service Maintenance Agreement document.

6. Kärcher (UK) Ltd will use only Kärcher approved parts. This includes but is not limited to parts sourced ethically, responsibly and of sufficient quality, in line with specification where Kärcher are not the manufacturer.

7. Copy service reports are available upon customer request from Kärcher service desk.

8. The customer shall be required to make the equipment available to our company representative where it is required for Kärcher (UK) Ltd to fulfil its terms of this agreement. Where access to the equipment is denied, or withheld on such a visit, it shall be deemed that the company has fulfilled their terms of the agreement.

9. This Service Maintenance Agreement does not negate the users responsibility to carry out daily/weekly operator maintenance of the equipment.

10. All accidental damage and misuse, however caused, will be charged at current standard rates (unless otherwise agreed by customised agreement).

11. Punctures / tyres are not included in this agreement (unless otherwise agreed by customised agreement).

12. Warranty offered by Kärcher (UK) Ltd covers manufacturing defect or component failure only. This does not cover misuse, damage, neglect or fair wear and tear.

13. Consumable items (non-engineer fit parts) will be charged at list price less agreed discount (unless otherwise agreed by customised agreement agreed by both parties).

14. Chargeable parts will be charged at list price less agreed discount.

15. Kärcher (UK) Ltd reserves the right to assess equipment following user request for repair and if it is found to be Beyond Economic Repair (when the cost of repairing (including the cost of the parts) user equipment exceeds its current value based on age and condition; or where parts are no longer readily available, regardless of the age of equipment), Kärcher (UK) Ltd will not be obligated to fulfil the repair request.

16. Standard service parts are included with all agreement levels

17. Damage to chargers and batteries due to users not following the correct charging cycles, opportunity charging, defective power supply and inappropriate equipment storage etc. will invalidate all warranty/ maintenance agreements and repairs/replacements will be charged at the standard rate.

18. The topping up and maintenance of lead acid batteries where fitted is the responsibility of the user, these will be checked during service visits.

a) Any variation of battery/charger fitted to the equipment from that entered into the maintenance agreement (unless agreed in writing by Kärcher) will invalidate the agreement.

19. In the event that the equipment is moved to a different site Kärcher service desk must be informed immediately in writing. Aborted maintenance visits arising from the above will be charged for in full.

20. All prices are subject to VAT at the prevailing rate and subject to an annual price review.

21. All requests for call out will require an order number prior to engineers visit unless included in the Service Maintenance Agreement.

22. Bank Holiday and weekend call outs are not included in the Service Maintenance Agreement unless stated otherwise in the agreement document.

23. Kärcher (UK) Ltd shall not be liable under any circumstances to the Customer or any third party for any indirect or consequential loss of profit, consequential or other economic loss suffered by the Customer, as a result of any negligence, breach of agreement, misrepresentation or otherwise.

24. Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or equipment or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

25. All engine driven equipment will be maintained on an hours basis, it is the responsibility of the user to inform Kärcher (UK) Ltd in good time of when the service is due.

26. Where batteries are selected in the user agreement this covers drive batteries only starter batteries are not included.

27. If equipment is on a hire agreement with Kärcher (UK) Ltd and/or Kärcher Hire, Kärcher (UK) Ltd reserves the right to refuse a replacement equipment (may be referred to as parachute machine) loan if the reason for requiring replacement equipment is as a result of user damage and/or misuse of the contracted equipment. Hire equipment is subject to terms and conditions specified by Hire Agreement and governed by Kärcher Hire. Recourse will be brought against the user for any damage at the end of the hire period assessed to be as a result of user damage upon the termination of the hire agreement.

28. Where equipment is unsafe to use following an engineer's attendance the equipment will have a red tag placed on it and left in a safe place as determined by the user. Wherever possible the equipment will be disabled. The user must not, under any circumstances, use this equipment until approved by a Kärcher UK engineer. Failure to comply with this unsafe procedure will result in the immediate termination of the agreement. Any and all outstanding invoices will be charged to the customer at Kärcher (UK) Ltd's discretion.

29. Where accidental damage is a selected option Kärcher (UK) Ltd will cover a maximum of two instances in a 12 month period. Should any similar incidents occur during the 12 month period following the second such instance these will be charged at standard call out & labour rates as well as spare parts being charged at list price less your agreed discount.

30. Should any incidents of deliberate damage be identified labour, call out and spare parts will be charged at full price, Kärcher UK will also have the right to cancel the agreement with immediate effect.

31. Kärcher (UK) Ltd reserves the right to conduct an annual contract review to ensure that the equipment usage is in line with the agreed terms. Kärcher (UK) Ltd reserves the right to re-evaluate all terms including pricing during this review.

Kärcher Professional Terms and Conditions of Service | August 2023