Multi-Year Software Support Service Agreement With Mackay School District #182

To ensure the optimal functionality of your WebCTRL system, Clima-Tech offers 2 levels of maintenance. Service level descriptions are listed below.

Level One Service Includes:

Software Upgrades: These will be scheduled after each software upgrade is released from the factory. Generally, upgrades are available every 12 months with installations of the new version within 3-6 months of release. Customers that are on a maintenance SSS will get all available software upgrade versions during the term of their agreement.

Software & System Maintenance: When the software upgrade is performed, driver updates, database back-ups, critical systems checks will be done. Cumulative updates and patches will be done as they become available from the factory.

Telephone *Tech Support: Remote troubleshooting assistance (*remote access is required*) is available during normal business hours. *After-hours support is not included under the SSS and would be billed separately.*

Scheduled Operator Training Classes: These classes are available at our office, in person or as remote classes. Multiple classes per year are available.

- ***Limit of 2 students per class.*** **(More, if Space is available) Certification available for an additional fee.**

Service Labor Discounts: Onsite service or ****Engineering Support Time** (EST) will be at a reduced rate (generally 10% to 20% less than standard rates).

***Tech Support is designed to assist customers remotely in understanding and utilizing the WebCTRL system and software within its design parameters.**

****Engineering Support Time is generally defined as tasks described under the Level Two Service described below, such as extensive troubleshooting of equipment, program or graphics revisions, or work that requires revising the existing system in some manner.**

Level Two Service* Includes:

Engineering Support Time – Customer may pre-purchase 8hr. blocks of Engineering Support Time designed to be used to assist in system maintenance or modifications. Level Two services can be onsite or remote and may include tasks such as, functional testing, graphics, programming, system maintenance (e.g., trends, alarm logs and database integrity), database modifications, hardware modifications or additions, seasonal testing, diagnostics or site-specific training.

Requires Level One Service

Service & Software	Price
Level 1	$ 5,181.00
Level 2 # of days 1	$ 2,880.00
Multi-Level Software Upgrades *(covers any upgrades more than 1 version behind)*	$ 0.00
YR.1 $ 8,061.00 **YR.2 $** 8,303.00 **YR.3 $** 8,552.00 **YR.4 $** 8,808.00 **YR.5 $** 9,073.00	$ 8,061.00

{Year 1 Pricing}

Acceptance — Signature: Stephanie Fullmer — Name: Stephanie Fullmer — Date: 11-13-25

Account Manager — Signature: Michael Scott — Name: Mike Scott — Date: 11/05/2025

AGREEMENT TERMS

This agreement shall commence on 11/01/2025 for a term of 5 years with a price escalation of 3% per year. Invoicing will occur upon submission of the agreement, and thereafter on the 1st of the month of each anniversary date. The customer has the right to increase or decrease the amount of engineering support time prior to each renewal period with account manager authorization, whereupon the contract price shall be adjusted to reflect the desired change.

Prior to the end of the term an account manager will provide pricing for continued Software Support Services.

System changes that result in an increased module count will automatically be reflected in the next year's contract pricing.

Clima-Tech Corporation shall not be liable for any delay in furnishing or failure to furnish service due to fire, flood, strike, inability to obtain materials, or any other cause beyond the reasonable control of Clima-Tech Corporation.

This is a Multi-Year Discounted Agreement that will be paid annually. See term listed above for agreed upon term.

Authorized Individuals Albert Willman Preston Marcroft

PO 9142

Some Software Upgrades may require hardware or other software to be updated

Current WebCTRL Requirements include:

- **Windows 10, 11, Server 2016,2019 and 2022, Mac OS, or Linux 7.4 versions are supported**
- **64-bit processor**
- **Memory requirements vary by system size, minimum of 4GB up to 24GB**
  - Future upgrades may have different requirements before new software can be installed.
  - Client hardware and software requirement documentation is available upon request.

Proposal Date: 11/5/2025

SSS Information Sheet

Customer Name:	Mackay SD #182
Primary Contact:	Albert Willman
Phone Number:	971-409-8737
Email Address:	albewill@mackayschools.org
Mailing Address:	400 Spruce St. Mackay, ID. 83251
Server Address:	400 Spruce St. Mackay, ID. 83251

Billing Contact:	Albert Willman
Phone Number:	971-409-8737
Email Address:	albewill@mackayschools.org
Mailing Address:	400 Spruce St. Mackay, ID. 83251

Other Authorized Persons:

Name	Position	Phone Number	Email
Stephanie Fullmer		208-390-9972	stepgree@mackayschoc
Jodi McAffee		208-588-2896	jodiwasy@mackayschoc

Site 1 Information (Complete only if site and customer are not the same entity, i.e. If managed by 3rd party)

Site Name:	
Site Address:	
Site Contact:	
Phone Number:	
Email Address:	

Site 2 Information

Site Name:	
Site Address:	
Site Contact:	
Phone Number:	
Email Address:	

Technical Information *(Information provided by Clima-Tech Staff)*

Number or Routers (LGE, LGR, Optiflex)		2
Number of Modules		40
Number of Sites		2
Customers Version of Software at Time of Proposal	*(Please Include Type such as WC-A)*	Premium (Unlimited) Maint. 9
Automated Logic's Current Software Version		v9
		Remote Access: Yes