

# Managed Inventory Agreement

Solidstate Controls, Inc. (SCI) Managed Inventory Agreement (MIA) is a comprehensive plan to inventory parts at the local level. This inventory provides your site with the necessary spare parts to make emergency system repairs. The UPS system you purchased was selected for one or two key reasons—line regulation and/or a reliable power source for the load. Knowing that unexpected downtime of your DCS system, computer, instrumentation, or other critical loads can be expensive or hazardous, SCI has developed our systems with strong emphasis on reliability. We realize however, that a failure can occur. As a result, SCI developed its MIA to include key items selected specifically for your system. We recommend that these items be available at a location convenient to the job site. Should any malfunction occur, a quick phone call to our Client Services Department desk is all you need to rapidly diagnose and repair the system—within hours if the repair parts are available close to your location.

## S E R V I C E F E A T U R E S



- With an MIA agreement, shelf-life issues with spare parts are a thing of the past.
- SCI will maintain an agreed-upon inventory level at a location convenient to the site.
- A low service charge based on the inventory's value will be assessed monthly and invoiced quarterly to the buyer for this service.  
*(Not required if included with CSA)*
- Parts are not purchased by the buyer unless and until he needs them.
- Upon notification, SCI's Client Services Department will replenish part(s) used in making a repair within five (5) business days of the repair.

Our MIAs are customized to individual products and/or clients' needs. The unique features of our products limit our ability to stock all recommended spare parts at the factory; therefore, we'll identify in our proposal the components that should be considered for stocking at the local level.

SCI products are designed to allow easy replacement of components by trained personnel. In fact, local availability of parts will enable repair so efficiently that the plan cost may be offset by the downtime saved! Your SCI system may have customized features requiring specialty parts, some possibly unique only to your system and unfortunately, beyond SCI's capability to maintain as a standard inventoried item. Consequently, we urge you to consider having these parts available in the MIA to avoid long delays in procurement.