

CONTRACT: C20-2897-FM
Kone, Inc.
Elevator & Escalator Maint and Repair
EXPIRES:11/30/2029

Dedicated to People Flow™



5-20-2025

Okaloosa County Board
of County
302 North Wilson Street
Crestview, FL 32536

KONE
KONE Mobile Branch
30604 Sgt E.I. Boots Drive
Spanish Fort, AL 36527
Phone: 251-661-7522
rick.chappotin@kone.com

REFERENCE:

Value-Added Services Rider Dated
5-20-2025 ("Agreement") for :
Destin Fort Walton Beach HQ
198 North EGLIN Pkwy.
FL Walton Beach, FL 32548 KONE
Agreement # 41754452

EFFECTIVE DATE: Date of Installation of Stated Value added Services As Stated On This Proposal

In order for KONE Inc. ("KONE") to be able to provide the Value-Added Services to the Customer, the Agreement is hereby amended as follows:

1. KONE to provide the Services set forth below at an additional cost of \$ 80.00 per month per EACH unit added to existing elevators listed below on a per elevator basis. One-time \$ 800.00 cellular modem charge to apply.

The KONE Care 24/7 Connected Services are performed for the following equipment:

Equipment Name	KONE Equipment #	Wireless Phone	Phone Monitoring
passenger elevator	45872062	X	X

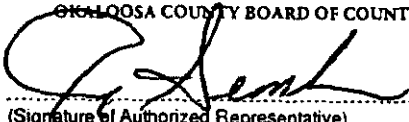
2. KONE will commence billing the 24/7 Connected Services on the date shown in this rider/contract with an understanding that the 24/7 Connected Services may be active in advance of the date shown, or may not be active on the date shown, due to variability in the time required to procure material and complete the installation and provisioning of the devices.
3. KONE shall provide and install the necessary device(s) to perform KONE 24/7 Connected Services on the equipment below. Unless otherwise provided for in the Agreement, any callouts, repairs, or maintenance prompted by the KONE 24/7 Connected Services shall be performed during regular working hours of regular working days, Monday to Friday, statutory holidays excluded, of the International Union of Elevator Constructors (IUEC.) All response times generated by KONE 24/7 Connected Services shall be calculated starting at 8:00 a.m. local time the next business day. Repair and maintenance needs identified through the Services shall be performed based on the repair coverage agreed in the Agreement. Under no circumstances shall any indicators or predictions be cause for immediate services, but shall be determined and completed upon the next scheduled maintenance visit, or otherwise at the sole discretion of KONE.
4. KONE shall program the elevator phone(s) listed above to call the KONE Customer Care Center and will monitor the elevator phone(s). The Customer shall provide names and phone numbers of at least two (2) of its representatives for the KONE Service Center to contact on a 24 hour basis, and at least one (1) police, fire or local 911 agency name and phone number and notify KONE immediately in writing of any changes in these names or numbers. In the event of a call from the elevator, the KONE Customer Care Center will contact the points of contact in the order given by Customer. The local authorities will be contacted only if the previously mentioned point of contacts cannot be reached. If KONE does not provide Wireless Phone Provider Service, Customer shall provide an analog phone line to the elevator machine room (to be terminated on the appropriate phone jacks). If phone line is an extension off an existing phone system, a backup power source must also be provided. An extension, if applicable, must be a direct inward dial (DID) extension. All phones and associated equipment shall be in compliance with the requirements of ASME A17.1, local codes and applicable law, as amended. Customer shall also provide the elevator phone number(s) and/or extension(s) for the phone(s) being programmed. Upon termination of the Agreement a \$500 decommissioning and transfer fee shall apply for any elevator phone that needs reprogramming to a different number for emergency monitoring.
5. If Wireless Phone Provider Service is selected, then KONE provides the phone connection via a KONE provided wireless service device and the phone connection must be programmed to the KONE Customer Care Center. KONE Care Emergency Phone Monitoring is required. Customer shall bear the responsibility to reactivate the analog phone line in the event KONE can no longer provide wireless service. Customer shall also provide KONE access to the appropriate location where the building telecommunications devices are located.

KONE reserves the right to remove the wireless hardware in the event KONE no longer provides the wireless service or maintains the equipment.

6. The remote monitoring devices are provided to the Customer as part of the Services. Customer gives KONE the right to utilize 24/7 Connected Services to collect, export and use data generated by the use and operation of the equipment. Customer will not use the 24/7 Connected Services device, except in connection with the use and operation of the equipment. Customer will not reverse engineer or otherwise attempt to obtain the source code of any software in object code form. Customer has no ownership or proprietary rights to such data, nor the device or software that monitors, analyzes, translates, reports or compiles such data. KONE 24/7 Connected Services, including any data collected, the device(s) to perform the service, and any software related thereto shall be the exclusive property of KONE.
7. If any or all Services are terminated, upon KONE's request the Customer shall give KONE access to the equipment to remove any remote monitoring devices owned by KONE along with any other equipment which remains KONE's property at the facility or otherwise at KONE's expense. Such right shall survive the expiration or termination of the Agreement. Upon termination for any reason of the KONE 24/7 Connected Services, no further data will be collected. In the event this 24/7 Connected Services contract is cancelled within 5 years of this contract effective date, KONE will be reimbursed \$3500 per unit. Upon any termination or expiration of the Agreement, no further services will be provided, including phone services or data collection. KONE shall have no obligation to any party to either collect, export or analyze any data, or to provide the source code of any software in object code form.
8. KONE MAKES NO EXPRESS OR IMPLIED WARRANTY; DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT; AND DISCLAIMS ANY WARRANTIES ARISING BY USAGE OF TRADE OR BY COURSE OF DEALING. KONE MAKES NO WARRANTY THAT SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. KONE IS NOT LIABLE FOR ANY DAMAGES RELATING TO LACK OF NETWORK COVERAGE AT THE SITE OF THE EQUIPMENT, DUE TO TAMPERING WITH THE REMOTE MONITORING DEVICE, INTEROPERABILITY, SERVICE DEFECTS, SERVICE LEVELS, DELAYS, SERVICE ERRORS, INTERRUPTIONS OR ANY OTHER REASON OUTSIDE OF KONE'S REASONABLE CONTROL. KONE DISCLAIMS ANY LIABILITY FOR DAMAGES OR INJURIES (INCLUDING DEATH) ARISING FROM OR IN CONNECTION WITH THE OPERATION OR USE OF THE SERVICES SET FORTH HEREIN.

If the terms contained in this amendment conflict with terms contained in the Agreement, the terms contained in this amendment shall supersede and prevail. All other terms contained in the Agreement shall remain in full force and effect.

Agreed:

OKALOOSA COUNTY BOARD OF COUNTY

(Signature of Authorized Representative)
Jerry Serkied
(Print Name)
SR. operations manager
Title
05/21/25
Date

Amanda
Maxwell

Digitally signed by Amanda
Maxwell
Date: 2025.05.21 15:45:07
-05'00'

Amanda Maxwell, Deputy Director

DeRita Mason

Digitally signed by DeRita
Mason
Date: 2025.05.22 06:07:51
-05'00'

DeRita Mason, Purchasing Manager

Remote Monitoring Service Voice Link and Wireless Phone Service

Elevator Description	Equipment #	Elevator Phone # and Extension for Caller ID (If KONE does not provide wireless service)
1 198 Eglin Pkwy N.E	EP10525	
2		
3		
First Point of Contact (Required)		
Name: William James	Title: Superintendent	
Phone #: (850) 305-7458	Cell Phone #: (850) 305-7458	
Second Point of Contact (Required)		
Name: Mark Seymour	Title: Maintenance Supervisor	
Phone #: (850) 603-7255	Cell Phone #: (850) 603-7255	
Third Point of Contact (Optional)		
Name: Jerry Senkiw	Title: Sr. operations Manager	
Phone #: (850) 974-9466	Cell Phone #: (850) 974-9466	
Local Emergency Authorities (Required)		
Fire Department Phone #: (850) 651-4011	Police Department Phone #: (850) 651-1115.	