



**Technology that moves  
you forward.**

Service you can rely on.



Prepared By:

Prepared For:

**HUNTER BOLSER**

Account Manager

(734) 372-1047

[hbolser@appliedinnovation.com](mailto:hbolser@appliedinnovation.com)



## Hamburg Township,

Thank you for meeting with us and being a loyal partner to Applied Innovation. We truly value the opportunity to learn more about your business, and we're excited to explore how we can help you meet– and exceed – your goals.

In our first meeting, we discussed a few important aspects for Hamburg's print solutions to provide the following capabilities:

- Replace legacy HP machines with new ones.
- Consolidate fleet of printers.
- Replace aging Toshiba with new machine.
- Sufficient support for all departments belonging to Hamburg Township
- ROI/Money saving opportunities

We're excited to help explore options with you.

## PROPOSED SOLUTION | HP COLOR LASERJET E45028dn (6)



### Locations:

- Zoning
- Park/Rec – Clerk
- Accounting  
Director
- Senior Craft Room
- Mary
- Utilities

## PROPOSED SOLUTION | HP LaserJet E50145dn (5)



### Locations:

- Treasurer
- Assessing
- Supervisor
- Clerk #3 – Catt

**HUNTER BOLSER | ACCOUNT MANAGER | 734-372-1047 | HBOLSER@APPLIEDINNOVATION.COM**

Datasheet | NA

# HP Color LaserJet Managed E45028 series



HP's entry-level Enterprise-class color printer with speeds up to 28 ppm<sup>9</sup> and strongest security.<sup>1</sup>

HP Managed MFPs and printers are optimized for managed environments. With increased monthly page volumes and fewer interventions, this portfolio of products can help reduce printing and copying costs. See your HP Authorized Reseller for details.

This printer uses dynamic security, which may be updated periodically by firmware updates. The printer is intended to be used solely with cartridges using an original HP chip. Cartridges using a non-HP chip may not function or may cease to function. More at: [www.hp.com/learn/ids](http://www.hp.com/learn/ids)



HP Color LaserJet Managed E45028dn

## Easy to use, simple to manage

- HP FutureSmart firmware can be updated with the latest features<sup>2</sup> to optimize your investment for years to come.
- Centralize control of your printing environment with HP Web Jetadmin—and help build business efficiency.<sup>3</sup>
- Easily enable workflows across your fleet with a consistent user experience and intuitive, tablet-like icons.
- Set up this printer fast, and easily manage device settings to help increase efficiency.

## The world's most secure printing<sup>1</sup>

- The operating code (BIOS) is automatically checked during startup and repairs itself if compromised.
- Common Criteria certified<sup>4</sup> to continually monitor memory activity to detect and stop attacks in real time.
- Firmware is automatically checked during startup to determine if it's authentic code—digitally signed by HP.
- The printer's outgoing network connections are inspected to stop suspicious requests and thwart malware.

## Enhanced productivity to empower work teams

- Give workgroups what they need to succeed with hundreds of HP and third-party solutions and card reader support.
- Help ensure the security of confidential information with PIN/Pull printing to retrieve print jobs.
- Stay connected with an optional accessory for wireless,<sup>5</sup> Bluetooth<sup>®</sup> Low Energy, and NFC touch-to-print.
- Print directly from the 2.7-inch (6.9 cm) color display.

## Sustainability is smart business

- Help save paper right out of the box. Two-sided (duplex) printing is set at default for automatic savings.<sup>7</sup>
- Help reduce wasted paper and toner by only printing jobs that are truly needed, using HP Roam for Business.<sup>8</sup>
- Save energy without sacrificing performance—this printer is ENERGY STAR<sup>®</sup> and Blue Angel certified.
- Remove barriers and help meet compliance and accessibility standards with the HP Accessibility Kit (which includes Braille overlay and tactile adhesives, an HP Access Handle, and BigKeys LX Keyboard) and compatibility with HP Accessibility Assistant.

# HP LaserJet Managed E50145 series



Handle business solutions securely, plus help conserve energy with HP EcoSmart toner

Choose an HP LaserJet Enterprise printer designed to handle business solutions securely and efficiently, and helps conserve energy with HP EcoSmart black toner. Keep up with the demands of growing business with a printer you can rely on.<sup>8</sup>

This printer is intended to work only with cartridges that have a new or reused HP chip, and it uses dynamic security measures to block cartridges using a non-HP chip. Periodic firmware updates will maintain the effectiveness of these measures and block cartridges that previously worked. A reused HP chip enables the use of reused, remanufactured, and refilled cartridges. More at: <http://www.hp.com/learn/ids>



HP LaserJet Managed E50145dn

## The world's most secure printing<sup>1</sup>

- Each printer in your fleet checks its operating code and repairs itself from attacks.
- Your printer's outgoing network connections are inspected to stop suspicious requests and thwart malware.
- Memory activity is monitored to continually detect and stop attacks.
- Firmware is automatically checked during startup to determine if it's authentic code—digitally signed by HP.

## Low costs, low energy use

- Stay productive with reliable cartridges, and help save energy while printing with HP EcoSmart black toner.<sup>8</sup>
- Spend less time replacing toner, and more on business. Choose optional high-yield toner cartridges.<sup>2</sup>
- Enhanced energy savings—up to 29% over prior products, plus save with Auto-on/Auto-off technology.<sup>3</sup>
- This printer fits in tight places to boost performance in almost any workspace.

## Your whole fleet. At your control.

- Centralize control of your printing environment with HP Web Jetadmin<sup>5</sup>—and help build business efficiency.
- Gain insights into print costs, behaviors, utilization to drive efficiencies with this cloud-based printer.
- Set security configuration policies and automatically validate settings for every HP printer in your fleet.<sup>4</sup>

## Enhanced productivity keeps business moving

- Submit print jobs on the go and securely release them at any HP Roam-enabled office printer, securely.<sup>7</sup>
- Easily print from a variety of smartphones and tablets—generally no setup or apps required.<sup>6</sup>
- Don't wait for documents. Print your first page in as little as 5.9 seconds from energy-efficient sleep mode.

## Pricing for New Canon & HP Fleet

Current Service Agreement Pricing: \$700.95

*Included 36,000 BW / Qtr (.02807 CR)*

*Included 7,500 Color/Qtr (.14561 CR)*

New Service Agreement Pricing: \$336.00

Monthly Savings: \$364.95/mo.

Bonus Savings this cycle (fixed rate)

*New B/w CR: .011*

*New Color CR: .10*

Hamburg's Cost to Acquire New Equipment: \$10,985.99

ROI:  $\$10,985.99 / \$364.95 = 30.10$  Months (2 ½ years).

## Program Benefits

### **SINGLE BILL**

A single bill simplifies your accounting by consolidating multiple services into one easy-to-manage payment, reducing administrative time and effort. It enhances cost transparency, allowing you to see all expenses at-a-glance and manage budgets more effectively.

### **HASSLE-FREE METER READINGS**

Applied Innovation will install and maintain software that automatically captures meter readings from your devices, removing the need for manual tracking and reporting. With automated meter reporting, end users can simply focus on their work while we handle device monitoring. This streamlined approach saves time and reduces costs associated with managing and maintaining metered devices.

### **LIVE CUSTOMER LOYALTY CENTER**

Our Customer Loyalty Center (CLC) is designed to deliver a fast, responsive, and seamless service experience. When you contact us, you're directly connected with our Grand Rapids-based team - no endless transfers or delays. GPS tracking across our 160+ technician fleet helps us dispatch the nearest available expert in real time for faster service. It's just one of the ways we're making your Applied Innovation experience simpler and more efficient.

### **A-LINK**

A-Link is Applied Innovation's 24/7 customer support portal, designed to streamline your service experience. Through A-Link, you can place service requests, order supplies, submit meter reads, pay invoices, and track delivery status – all from one convenient online dashboard. It also provides tools for remote assistance, IT support sessions, and network surveys, helping customers stay connected with Applied's technical and support teams.

### **5 YEAR PERFORMANCE GUARANTEE**

At Applied Innovation, we believe in the devices we provide – so much so that we guarantee our multifunction and desktop printers for up to 5 years when covered by one of our standard maintenance agreements. This guarantee does not cover damage or abuse. During the guarantee period, if your system needs a repair, our team will be there to fix it on-site. If we can't fix it right away, we'll provide a temporary replacement – free of charge – so you can continue working without disruption. If we can't repair it, we'll replace it with a model of equal or greater capability. That's confidence you can count on.

### **4 HOUR EMERGENCY RESPONSE TIME**

When you need urgent support, we move fast with friendly and amazing service. If you have an active maintenance agreement and need urgent support, we guarantee a response within 4 hours in our primary metro areas. Just give us a call during business hours (M-F, 8:00AM-5:00PM, excluding holidays) and we'll have you back up and running in no time.

### **ONLY THE BEST SUPPLIES, BECAUSE QUALITY MATTERS**

Not all supplies are created equal. Using the wrong supplies can lead to breakdowns, service calls, and unexpected downtime. That's why we provide top-tier supplies that meet the highest standards. Plus, we stock inventory locally, so you'll always have what you need when you need it.

### **TRUSTED PROVIDER**

Applied Innovation has won several industry awards that illustrate our great customer support including:

- ENX Magazine Elite Dealer Award
- INC5000 Fastest Growing Privately Held Companies in the Nation
- Ricoh Circle of Excellence Award
- Crain's Detroit Business Private 200 – Largest Privately Held Companies
- The Channel Company's CRN Elite 150 Managed Service Provider List

## Why Applied Innovation?

At Applied Innovation, we're passionate about delivering meaningful solutions, and it shows. Every service we offer is built to help our clients thrive, empower their teams, and improve the experiences they deliver. By partnering with best-in-class technology leaders, Applied Innovation provides practical, high-quality solutions that solve real business challenges, reliably and with purpose.

### OUR SOLUTIONS

#### IMAGING

Applied Innovation continues to lead the way in office print technology, offering a full line of state-of-the-art devices tailored to your business. We simplify complex print environments with Managed Print Services and Print Management solutions that increase security, lower costs, and eliminate day-to-day maintenance headaches. But our support doesn't stop there. We also provide NAID AAA Certified® secure shredding and tech device recycling to help protect sensitive data and reduce environmental waste. From install to ongoing service, we make it easy to manage your print environment, stay secure, and focus on what matters most.

#### TECHNOLOGY

Applied Innovation delivers all the technology you need, without the stress you don't. Whether your IT team needs extra support or you're ready for a full-service partner, our technology solutions are built to grow with you. From managed IT to secure cloud services, we work alongside your Applied technical expert to keep systems running smoothly. You stay focused on growth. We'll handle the infrastructure, security, and support. Our offerings include managed IT, security, backups and disaster recovery, hardware and infrastructure, as well as VoIP phones and communication software.

#### AUTOMATION

We make everyday work easier by simplifying the processes that slow you down. Whether it's routing documents, entering data, or managing repetitive tasks, our solutions are designed to take the manual effort off your plate. Through tools like document workflow, robotic process automation, and scanning services, we help teams reduce paper reliance, increase accuracy, and move faster. From small improvements to big impact, businesses of all sizes rely on us to streamline workflows, save money, and refocus staff to more important parts of the business.

#### MEDICAL WASTE

We make medical waste disposal simple, safe, and fully compliant, so your team can stay focused on operations. From container placement to transport and final disposal, we handle every step with precision and care. All medical waste is contained, picked up, and processed in accordance with OSHA regulations. It's also sterilized to eliminate risk, then securely disposed of in a sanitary landfill. Whether you're managing biohazard, sharps, or dental waste, you can count on us for a compliant, environmentally responsible solution.

#### RIGHT HERE WHEN YOU NEED US

With offices across Michigan, Indiana, Ohio, and Tampa, Florida, Applied Innovation brings local support with national strength. Our regional presence means faster response times, personal relationships, and experts who truly understand your market. Whether you need on-site service or virtual support, we're just a call, click or quick visit away. We are ready to meet your technology, imaging, and automation needs with the speed and care your business deserves.

**Thank You for  
Your Partnership**

# APPLIED INNOVATION Maintenance Agreement

<b>Customer Information</b>			Date: 2/27/2026
Company Name:	Hamburg Township		Representative: <b>Hunter Bolser</b>
			Invoice Frequency: Monthly
			Overage Frequency: Monthly
			Effective Date:

Make/Model	B&W Click Rate	Color Click Rate	Monthly Base Payment*	B&W Base Allowance	Color Base Allowance	Start Meter
HP LaserJet E50145dn	\$ 0.01100	\$ -	\$ 66.00	6,000	-	
HP Color LaserJet E45028dn	\$ 0.01100	\$ 0.10000	\$ 270.00	-	2,700	
*desktop share same pool for B/w			\$ -			

**Special Instructions:**

Cancel contract on device ID Number(s):

\*All base amounts are monthly. For payments increments other than monthly, take the monthly base and multiply it by the number of months between invoices.

1. This Agreement allows for an unlimited number of unscheduled maintenance calls, provided the calls are not a result of operator negligence. Applied Innovation's responsibility with this Agreement ceases if the equipment covered is repaired or adjusted by any person other than an authorized Applied Innovation technical representative, or the supplies used are not authorized or approved by Applied Innovation.
2. Service shall be provided without additional charge 8:00 a.m. to 5:00 p.m. local time Monday through Friday (except holidays) unless other arrangements are made.
3. The Maintenance Agreement includes all necessary parts with the following exceptions:
  - a. Cassettes, master units, exit trays, work trays or any item that is not related to the electromechanical operation of the equipment.
  - b. Parts damaged by fire, water, electrical inconsistencies, other acts of God, misuse or negligence on the part of the customer or operators of the equipment.
  - c. Any system software.
4. Maintenance with supplies agreements include toner, developer and photoreceptor. This Agreement does not include paper, staples or shipping and handling charges.
5. It is the customer/user's responsibility to provide power that meets the specific requirements as well as proper service access space around the equipment. If either one or both of these conditions are not met, Applied Innovation reserves the right to suspend this Agreement until the power deficiency is corrected and/or adequate service space is provided.
6. By accepting this Agreement, the Customer agrees to the attached Terms and Conditions.

<b>Acceptance</b>				<b>Decline Maintenance</b>	
<b>Customer Signature</b>	<b>Date</b>	<b>Customer Name Printed</b>	<b>Title</b>	<b>Customer Signature</b>	<b>Date</b>
X					

**Network Connectivity Setup and Support**

This includes the initial network configuration of the devices listed above. I agree to allow Applied Innovation to perform the services detailed in the Network Connectivity Setup and Support section of the Terms and Conditions. I understand that network configuration may be delayed if I do not provide the information listed in the Terms and Conditions. I understand any needs outside this scope may be subject to additional charges. This Agreement includes ongoing network support for printing, scanning, and faxing.

Phone: \_\_\_\_\_

Network Contact: \_\_\_\_\_ Network Email: \_\_\_\_\_

Initial to Accept

Initial to Decline

**Meter Readings**

Applied Innovation requires - free of charge - an application that can automatically gather the meters from your print devices. Applied Innovation will install this application on your print server or workstation. Applied Innovation reserves the right to charge a monthly fee for manual meter collection.

METER COMMENTS

## Maintenance Agreement Terms and Conditions

### THIS AGREEMENT IS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

1. This Agreement shall not be binding on Applied Innovation (herein known as "AI") until approved by an AI Administrator.
2. The customer is responsible for all data security on any owned, leased, rented or loaned equipment. This includes removal of data upon returning equipment to AI.
3. **General Scope of Maintenance Coverage** - This Agreement covers both the labor and material for adjustments, repair and replacements of parts as required by normal use of the equipment, subject to the exception in and in accordance with these terms and conditions. This Agreement does not cover charges for installation of equipment or de-installation of equipment if it is moved. The equipment is designed to give excellent performance with original manufacturer recommended supplies in paper, toner, and fuser oil. Damage to the equipment or its parts arising out of or caused by misuse, abuse, negligence, attachment of unauthorized components, accessories or parts, use of substandard supplies or other causes beyond the control of AI are not covered by this Agreement and may subject customer to a surcharge or to cancellation of the Agreement. In addition, AI may terminate this Agreement if the equipment is modified, damaged, altered, or serviced by personnel other than those employed by AI, or if parts, accessories, or components not meeting equipment specifications that are installed on the equipment. AI may charge a fee upon customer request to pick up and dispose of equipment. Connectivity issues will either be billed at current pricing for network services or covered under the Network Connectivity Setup and Support section of this Agreement. AI is not responsible for providing key operators for production equipment.
4. **Service Calls** - Service calls under this Agreement will be made during normal business hours at the initial installation address or mutually agreed upon address. Travel and labor time for service calls after normal business hours will be charged at the current overtime rates in effect at the time the service call is made. AI will not handle, disconnect, or repair unauthorized attachments to components; customer is responsible for disconnecting and reconnecting unauthorized attachments or components. Customer hereby indemnifies and holds AI and its employees harmless from all claims for damages to any unauthorized parts, components, accessories or the equipment resulting from the services performed.
5. **Term** - This Agreement shall become effective upon countersignature by an AI Administrator. This Agreement is for a one (1) year period, unless noted otherwise. This Agreement may be cancelled with 60 days written notice prior to the Agreement expiration date. If this Agreement is cancelled prior to the expiration date, a prorated penalty fee will be assessed, otherwise this Agreement will automatically renew for a one year period at the then current Agreement rates. In the event AI is unable to repair the equipment due to the discontinuation of a part or parts by the manufacturer, AI will credit the unused portion of the current monthly maintenance charges to the customer's account and cancel this Agreement. Any such credit must be used toward future purchases with AI.
6. **Charges** - The initial charge for maintenance under this Agreement shall be the amount set forth on the reverse side of this Agreement. Any page size greater than 8.5" X 14" constitutes two (2) clicks. Pricing for maintenance under this Agreement is subject to change on a yearly basis due to cost increases of parts and/or labor. Customer agrees to pay the total of all charges for maintenance during the initial term and any renewal term by the invoice due date. Customer understands that alterations, attachments, specification changes, or use of substandard supplies that cause excessive service calls may require an increase in maintenance charges and agrees to pay such charges promptly when due. AI reserves the right to charge the customer a late fee for any invoice(s) which are not paid by the due date. Customer agrees to comply with any billing procedures designated by AI, including notifying AI of the meter reading at the end of each billing period. If the customer fails to provide a meter reading at the end of each billing period, AI reserves the right to charge a service fee.
7. **Default** - If the customer does not pay all of the charges for maintenance as provided under this Agreement when due, AI may refuse to service the equipment and/or cancel this Agreement. The customer agrees to pay AI its costs and expenses of collection including reasonable attorney's fees. AI will charge the then current bank processing fee for any NSF checks.
8. **Warranty Disclaimer** - AI MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE, OR FITNESS FOR A PARTICULAR PURPOSE. AI IS NOT RESPONSIBLE FOR DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES ARISING OUT OF THE USE OR PERFORMANCE OF THE EQUIPMENT OR THE LOSS OF THE EQUIPMENT, EVEN IF THE PARTY CLAIMING SUCH DAMAGES ADVISED THE OTHER PARTY OF THE POSSIBILITY OF THOSE DAMAGES. AI'S TOTAL LIABILITY TO CUSTOMER, IF ANY, WILL NOT EXCEED THE FEES PAID BY CUSTOMER OR DUE TO AI.
9. **Relationship to Purchase Order** - If customer issues a purchase order to AI for the services provided by AI under this Agreement, the parties agree the terms and conditions of this Agreement shall control. Under no circumstances shall the terms and conditions of a customer purchase order supersede the terms and conditions of this Agreement.
10. **Location of Equipment** - Customer agrees to use the equipment for business purposes only. Customer agrees to grant AI or its authorized agent access to its premises to read meters, inspect, repair or remove the equipment and customer agrees not to make any alteration to the equipment and not to remove the equipment from the location(s) where installed by AI or its authorized agent without prior written approval of AI. At the end of the Agreement's term, provided customer has given AI the written notice as required, customer shall return the equipment to a location AI specifies at customer's expense, in retail usable condition, full working order, and in complete repair.
11. **Computer Software** - Notwithstanding any other terms and conditions of this Agreement, customer agrees that as to software only: (a) AI has not had, does not have, nor will have any title to such software and (b) customer has executed or will execute a separate software license agreement. AI is not a party to and has no responsibilities whatsoever in regard to such software license agreement. AI MAKES NO WARRANTIES OF MERCHANTABILITY, DATA ACCURACY, SYSTEM INTEGRATION OR FITNESS FOR USE AND TAKES NO RESPONSIBILITY FOR THE FUNCTION OR DEFECTIVE NATURE OF SUCH SOFTWARE, SYSTEM INTEGRATION OR OTHERWISE IN REGARDS TO THE SOFTWARE. Customer's payments and other obligations under this Agreement shall in no way be diminished on account of, or in any way related to, the above said software license agreement to failure in any way of the software.
12. **Assignment** - Customer has no right to transfer or assign this Agreement. AI may transfer or assign its rights under this Agreement, in whole or in part, to a third party without notice to customer. The assignee will have the same rights and benefits that AI has now and will not have to perform AI's obligations. Customer agrees that the rights of the assignee will not be subject to any claims, defenses or set offs customer may have against AI.
13. **Miscellaneous** - This Agreement shall be governed by and construed according to the laws of the State of Michigan. This Agreement constitutes the entire agreement between the parties and may not be modified except in writing signed by an AI Administrator and the customer. Either party may institute any legal suit, action, or proceeding arising out of this Agreement in the federal or state courts in each case located in Grand Rapids, Michigan. EACH PARTY HEREBY IRREVOCABLY AND UNCONDITIONALLY: (A) CONSENTS AND SUBMITS TO THE EXCLUSIVE JURISDICTION OF THE AFOREMENTIONED COURTS; AND (B) WAIVES ANY OBJECTION TO THAT CHOICE OF FORUM BASED ON VENUE OR TO THE EFFECT THAT THE FORUM IS NOT CONVENIENT; and (C) WAIVES ANY RIGHT TO TRIAL BY JURY. Customer agrees to execute any further documents AI may request to carry out the intents and purposes of this Agreement, including, but not limited to, adjusting for clerical errors that may result in customer underpayment due to calculation errors, equipment misidentification or incorrect meter rates.

### Network Connectivity Setup and Support

14. All installations and support are performed remotely. The following is required from the customer and its network administrator or third-party managed IT service provider:
  - a. A live network drop, network cable, and applicable power. Wireless connectivity may be available, depending on model and manufacturer, at an additional fee.
  - b. Local administrator access when AI remotely connects to workstation(s) or a server.
  - c. SMTP server and account credentials for Scan to Email. AI does not provide SMTP server or account credentials for Scan to Email.
  - d. Scan to folder. The customer's network administrator or third-party managed IT service provider must provide the UNC path and credentials with write privileges to the folder.
15. Customer is responsible for providing ethernet and USB cables.
16. AI will install one print driver on one (1) server and/or up to ten (10) workstations. Additional workstation installations are available at an additional fee.
17. Includes setup of up to ten (10) address book destinations. Additional destination setup available for an additional fee.
18. Includes print/copy restriction on up to ten (10) users/dept. codes. Additional code setup available for an additional fee.
19. Includes testing and training with the customer's network administrator or third-party managed IT service provider.
20. AI must be allowed to resolve issues first by using remote access tools that will provide a connection to the customer's servers and computers. The customer is responsible for assisting in the setup of remote access. If the issue cannot be resolved remotely, an onsite trip will be billable to the customer.
21. Support includes print driver and scanning support. The customer is responsible for providing working network credentials for Scan to Folder and SMTP account credentials for Scan to Email.
22. Custom driver packages, custom scripting, software and software integration are not supported.
23. Support is limited to the connection and usability of the printing devices from the network. If the issue extends to the overall function of the servers, workstations, switches, hubs, router, internet services or any other network related issue, the customer is responsible for resolving the issue prior to AI attempting to fix any issue between the network and the printing device.
24. The customer is responsible for the maintenance of their network and hardware equipment.
25. AI is not responsible for downtime or loss of data.

### Desktop Scanner Support

26. Desktop scanner must be running manufacturer software in a supported environment as outlined by the manufacturer user manual.
27. USB and network cables are not provided by AI. Customer is responsible for providing an open USB or network port for scanner to be installed.
28. Customer is required to provide a working computer that is free of hardware and software defects.
29. Only desktop scanners in the approved stack with purchased maintenance will receive hardware and networking support.
30. Software support is provided on the Canon CaptureOnTouch application only. 3rd party products are not supported by AI.
31. All software training and support will be conducted remotely. Hardware troubleshooting will be addressed on-site by an AI hardware technician.
32. AI is not liable for defects or vulnerabilities from the manufacturer.

### Managed Print Services Takeover

33. **Device End of Life** - End of Life is defined as, but not limited to, total engine life of the device and/or five (5) years past manufacturer discontinue date. Engine life is defined as thirty-six (36) months multiplied by the maximum recommended monthly volume as determined by the manufacturer. If a device exceeds either one of these criteria, AI is not responsible for providing service or supply to the equipment.
34. **Coverage** - AI allows for coverage of ten percent (10%) above manufacturers average allotted coverage for mono and color toners. Should the allowance exceed this, AI reserves the right to charge back the difference.
35. **Like-for-Like Swaps** - AI defines like-for-like equipment as equipment in the same segment with the same or greater functionality. AI reserves the right to swap out any equipment with equipment meeting this criteria.

### Meter Collection

36. Customer is required to install AI's preferred (free) meter collection software within customer's network, on a workstation, or print server. Meters are the number of prints and copies made on devices under contract with AI.
37. Customer agrees to have the meter collection software always running while under contract with AI.
38. AI reserves the right to automatically enroll customer in Auto Toner Replenishment.
39. If meter collection software stops reporting, customer agrees to allow AI to remotely troubleshoot the challenge.
40. Estimated billing will be utilized if requests to fix or install meter collection software go unanswered by customer.
41. AI reserves the right to change from a per click charge to a flat fee per non-reporting device upon written notice to the Customer.



## Purchase Agreement

Date	2/27/2026
Delivery Date	
Tax Exempt	Yes
Sales Rep	Hunter Bolser

Ship To:
Hamburg Township 10405 Merrill Rd Whitmore Lake MI 48189-9745
Contact: Phone/Mobile:

Charge To:
Hamburg Township 10405 Merrill Rd Whitmore Lake MI 48189-9745 <b>PO Number:</b>
Contact: Phone/Fax: (1810) 231-4295

Lease Type	Lease Months:	Monthly Payment:
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Quantity	Product #	Description	Unit Price	Total Price
5	1PU51A	2026-01-12-HP LaserJet E50145dn HP LaserJet E50145dn	\$10,985.99	\$10,985.99
6	3QA35A	2026-01-12-HP Color LaserJet E45028dn HP Color LaserJet E45028dn		

<b>Contact Name</b>		<b>Subtotal</b>	\$10,985.99
<b>Phone</b>		<b>Delivery/Installation</b>	
<b>Email</b>		<b>Sales Tax</b>	\$0.00
<b>Stairs</b>		<b>TOTAL AMOUNT</b>	\$10,985.99
<b>Credit Terms</b>		<b>Less Payment (Check # _____)</b>	
Service charge of 1% per Month (12% Per Annum) or highest legal rate, will be charged on all past due accounts		<b>AMOUNT DUE</b>	<b>\$10,985.99</b>

### Customer Acceptance

By signing this Agreement, the Customer agrees to the attached Terms and Conditions.

<b>Print Name</b>	<b>Title</b>	<b>Authorized Signature</b>	<b>Date</b>
		X	
<b>Credit Card No.</b>	<b>Expiration Date</b>	<b>Security Code</b>	

## Purchase Agreement Continued

Qty	Product #	Description	Unit Price	Total Price

**TERMS AND CONDITIONS**

1. This Purchase Agreement (Agreement) shall not be binding on Applied Innovation ("AI") until approved by a designated AI representative.
2. All shipments shall be F.O.B. AI warehouse.
3. AI reserves the right to make delivery in installments. All such installments shall be separately invoiced and paid for when due, without regard to subsequent deliveries. Delay in delivery of any installment shall not relieve Customer of its obligation to accept remaining installment.
4. AI reserves the right at any time to revoke any credit extended to Customer because of Customer's failure to pay for any equipment when due or for any reason deemed sufficient by AI.
5. Full payment is due upon Customer receipt of AI invoice.
6. AI shall not be liable for failure to deliver or delays in delivery occasioned by causes beyond AI's control, including without limitation, strikes, lockouts, fires, embargoes, war or other outbreaks of hostilities, inability to obtain materials or shipping space, machinery breakdowns, delays of carrier or supplies, governmental acts and regulations, forces of nature, receipt of orders in excess of AI's scheduled production capability, or any other causes beyond AI control.
7. AI warrants that the equipment covered by this Order when delivered to the Customer will be of merchantable quality and free from defects in workmanship and material for a period of 90 days on new equipment and 30 days on used equipment from the date of delivery by AI under ordinary use and conditions. IN NO EVENT SHALL AI BE LIABLE FOR RESULTING OR CONSEQUENTIAL DAMAGES OCCASIONED BY ANY BREACH OF WARRANTY. THERE ARE NO OTHER WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED ARE EXCLUDED.
8. All claims for equipment or delay in delivery shall be deemed waived unless made in writing and delivered to AI within three (3) days after receipt of equipment by Customer.
9. Title to all equipment shall remain with AI until such time as the purchase price thereof shall have been paid in full.
10. AI shall have a security interest in all equipment delivered to the Customer until the purchase price for same is paid in full. At the request of AI, Buyer shall execute and deliver a security agreement and/or financing statements in the form or forms submitted to Customer by AI.
11. THE CUSTOMER IS RESPONSIBLE FOR ALL DATA AND DATA SECURITY ON ANY OWNED, LEASED, RENTED OR LOANED EQUIPMENT. THIS INCLUDES REMOVAL OF ALL CUSTOMER DATA UPON RETURNING EQUIPMENT TO AI.
12. This Agreement shall be governed by and construed according to the laws of the State of Michigan without regard to its conflict of law provisions.

Publish Date: 11/3/2025