

# STEAM SYSTEM MAINTENANCE SERVICE LEVEL AGREEMENT

This Service Level Agreement ("Agreement") is entered into and made effective as of \_\_\_\_\_, by and between the following parties:

## 1. Parties

**Service Provider:** \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

**Client:** \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

## 2. Scope of Covered Steam Infrastructure

This Agreement covers the maintenance, testing, and emergency service of the steam utility system located at:

Facility Location: \_\_\_\_\_

Covered Equipment Assets:

- Steam Boilers & Burners
- Steam Distribution Piping & Headers
- Steam Traps (Survey & Replacement)
- Condensate Receiver Tanks & Return Pumps
- Pressure Reducing Valve (PRV) Stations
- Feedwater Systems & Deaerators

## 3. Maintenance Standards & Schedule

The Service Provider shall perform scheduled preventive maintenance in accordance with the following interval targets:

Service Type	Frequency	Target Window
Boiler Water Chemistry Analysis	_____	_____
Steam Trap Performance Audit	_____	_____
Safety Valve Testing	_____	_____

Service Type	Frequency	Target Window
Combustion Efficiency Tuning	_____	_____

#### 4. Response Times & Service Levels

In the event of an unscheduled outage or system malfunction, the Service Provider shall adhere to the following response criteria:

Severity Level	Definition	Target Response Time
<b>Priority 1 (Critical)</b>	Complete steam system loss, hazard to safety, or critical production shutdown.	Within _____ hours
<b>Priority 2 (Major)</b>	Partial system loss, failing ancillary equipment, or redundant system failure.	Within _____ hours
<b>Priority 3 (Minor)</b>	Minor leaks, insulation repairs, or non-disruptive component wear.	Within _____ hours

#### 5. Financial & Payment Terms

The annual fee for the services outlined in this agreement is \$ \_\_\_\_\_, billed on a \_\_\_\_\_ basis.

Emergency hourly labor rate (outside contract scope): \$ \_\_\_\_\_ / hr.

Standard hourly labor rate: \$ \_\_\_\_\_ / hr.

#### 6. Agreement Term & Termination

This Agreement shall commence on \_\_\_\_\_ and shall remain in effect for a period of \_\_\_\_\_.

**For the Service Provider:**

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINTED NAME & TITLE

\_\_\_\_\_  
DATE

**For the Client:**

\_\_\_\_\_  
AUTHORIZED SIGNATURE

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PRINTED NAME & TITLE

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DATE