



PREVENTATIVE MAINTENANCE PLUS AGREEMENT

Specially Prepared For:

Greenridge *Homeowners Association*
of Pima County

Authorized Representative:

Adam LLC

Date: 6/15/2026

The Signal Gates Preventative Maintenance Plus Includes:

- Automatic scheduled monthly maintenance to check all proper functions of your gate, mechanical, electrical, and emergency systems. Signal Gates will maintain your complete gate system.
- Manufacturers recommended scheduled maintenance will be performed during these visits.
- An On-Site log will be maintained by our service technician and updated with each visit. You will be able to check it at any time by visiting the log at each entrance.
- All scheduled labor costs are included in your plan (This includes non-emergency service calls done during regular business hours).
- Replacement of batteries, transformers, surge strips, manager key switches, receivers & battery chargers included at no additional cost. *per Ken Miller, system resets due to power failure are not covered.*
- All other parts will be discounted by 10%.
- A work order will be sent to you after each inspection for your property records.
- **Data Maintenance for your system will be included (offsite only).**
 - ◇ The Attached forms will be used (See Appendix)
 - ◇ Any changes will usually be made the same day if requested Monday through Friday before 3:30 P.M.
 - ◇ This data is not released to any outside individuals for your security.
 - ◇ Your data is backed up daily for security and safety.
 - ◇ If you prefer to do the data maintenance yourself Signal Gates would still like to have access if possible so we can assist our techs with any troubleshooting if you are not available.

** per Ken Miller on 8/6/26 this plan covers any non-emergency labor except loop replacements or issues due to vandalism.*

What the Plan will not cover: Exclusions

- Parts and Materials (except for exceptions noted above) are billable but will receive a 10% discount.
- Labor associated with quotes or proposal items
- All emergency service calls are chargeable. After hours data maintenance is considered an emergency service call.
- ** Production Labor such as welding, wiring etc. *per Ken Miller this includes labor for loop replacement*
- Paint.
- Labor for repairs due to vandalism, tampering or misuse.
- Theft.
- Mileage for unscheduled maintenance out of our service area, during and after business hours. (RATE \$2.75/MILE ONE WAY) *per Ken Miller this is not applicable to Green Ridge, which is in service area.*

Qualifying to become a Signal Gates Preventative Maintenance Plus Plan Customer

Signal Gates, Inc. is the prestige gate operator company. We will offer you the finest value for your money in gate systems. We will listen to what you want and offer you the automatic gate system which best meets your wants and needs from the many available. That being said, we do not offer our Preventative Maintenance Plus Plan to all customers. The Signal Gates Preventative Maintenance Plus Plan is only available to qualified systems. Contact a Signal Gates representative to find out if your system qualifies. Preventative Maintenance Plus Plan costs vary from property to property depending on the type of equipment that has been installed. Some gate systems will require a startup fee or upgrading to qualify for this plan and meet the Signal Gates high standards.

Payments for Plus Plan

Payments for Preventative Maintenance Plus must be made by the 1st day of each month. Billing will be sent prior to due date. A direct bill paying system can be created to ensure that your payment is not late. Non-payment, or history of past due more than 30 days, will result in cancellation of your Plan. There may be an added fee to re-qualify for the Signal Gates Preventative Maintenance Plus Plan.

Termination

Either party may terminate the Signal Gates Preventative Maintenance Plus Plan agreement with a thirty-day written notice.

Preventative Maintenance Plus Plan Pricing

Property Name: Greenridge

Authorized Representative: Adam LLC

Based on this information, your Preventative Maintenance Plus Plan Pricing is listed below:

Pricing	Monthly Rate
Preventative Plus Plan	
Special Discounted Rate through December 2026	\$305.00
Final Rate	\$540.00
Start Date	8/1/26

Signing below acknowledges understanding and approval of the agreement.

Print Name: Vicky D. Nicola

Title: HDA President

X Vicky D. Nicola
Authorized Representative Signature

Date: Aug. 11, 2026

Print Name: Ken Miller

Title: Office Admin

X Ken Miller
Signal Gates, Inc. Authorized Representative

Date: 7/28/26

Welcome to Signal Gates

Preventative Maintenance Plus Plan and Data Maintenance Program!

There are a few things you should know to help things go smoothly and avoid upset residents:

- ◇ Residents must contact their property manager to obtain the correct forms to have any information entered into the gate system.
- ◇ Signal Gates can sell remote entry devices directly to residents; however Signal Gates will need the property management company to authorize the activation of any devices sold.
- ◇ Residents should also contact their management company for instructions on using the gate system.
- ◇ Property managers can obtain all forms and instructions by calling Signal Gates.

Signal Gates does not assign codes:

- ◇ We maintain the community's database from written requests originating from the property management company.
- ◇ Residents may choose their own code or be assigned one by their property manager.
- ◇ Remotes given to the property manager or purchased in bulk will not work until Signal Gates receives paperwork assigning the device numbers to their users.
- ◇ Any new or changed entry codes or hold open times must be submitted in writing from an authorized representative.
- ◇ Changes to codes and timers will not be entered over the phone. Residents wanting to change or add information will be redirected to their property manager for the correct forms.

Only an authorized contact can request service on the gates. Signal Gates maintains a list of all authorized parties for each community; please make sure to keep your list updated by informing us of any personnel or board member changes.

Residents should always call their Property Manager first, who can contact Signal Gates if necessary.

Authorized Contacts List

Property: Green Ridge HOA

Owner: * ADAM Property Mgt. is the agent for the Association
Green Ridge HOA is the owner

The following list of persons are given permission to effect changes to the database and schedule service for this property. These persons will be referred to as agents for the owner. Please be aware that for your benefit, persons who are not designated as agents will be asked to contact the owner or one of their agents to make the requests or changes to your system.

Preventative Maintenance Plus Plan :

Name: Date Added/Deleted: Verified by Signal Gates

- | | | |
|--------------------------|----------------|-------|
| 1) <u>Vicky DiNicola</u> | <u>7/31/26</u> | |
| 2) <u>Paul Tynan</u> | <u>7/31/26</u> | |
| 3) <u>Gail Wise</u> | <u>7/31/26</u> | |
| 4) <u>Greg LaCien</u> | <u>7/31/26</u> | |
| * 5) <u>Susana Reyes</u> | <u>7/31/26</u> | |
| 6) _____ | _____ | _____ |
| 7) _____ | _____ | _____ |

Data Maintenance Changes Contacts (If Different):

- | | | |
|-------------------------|-------|-------|
| 1) _____ | _____ | _____ |
| 2) _____ | _____ | _____ |
| 3) <u>Same as above</u> | _____ | _____ |
| 4) _____ | _____ | _____ |
| 5) _____ | _____ | _____ |

By: Vicky DiNicola, President
Vicky DiNicola
(Printed Name of Signer)

Its: _____

Date: 7/31/26

vickydinicola@gmail.com

Subject: FW: Attention Ken Miller: Proposed Addendum to Preventative Maintenance Plus Agreement - Green Ridge HOA

From: Signal Gates Service Desk - Corporate Office <service@signalgates.com>

Sent: Thursday, August 6, 2026 2:34 PM

To: vickydinicola@gmail.com

Cc: 'Susana Reyes' <susana@adamllc.com>; Gail Wise <gail.wise@hotmail.com>; lacien67@gmail.com; Paul Tynan <paultynan89@gmail.com>

Subject: RE: Attention Ken Miller: Proposed Addendum to Preventative Maintenance Plus Agreement - Green Ridge HOA

Hi Vicky,

I've done some checking on this, and we would not be able to sign any addendums for our service agreement, though we'd be happy to clarify any points you have questions on.

Regarding the labor, the Pus Plan will cover any non-emergency labor with the exceptions of loop replacement or issues due to vandalism.

Signal Gates standard parts warranty is 30 days on electrical parts and 90 days on non-electrical parts. For any failed part outside of our warranty, we check with the manufacturer to see if it is covered under their warranty. Many manufacturers will not warranty a failed part without it being returned to them for review, so to minimize downtime we offer installing an advance replacement part to keep the gate in operation while the failed part is sent back to the manufacturer for analysis. We would have the advance replacement part in this case, but if the warranty ends up covering the original failed part, we will then issue a credit minus any shipping & processing charges that could be applied toward future invoices or issued as a refund check.

All parts we sell are done as cost plus with a 55% mark up from our supplier charges us. Customers on our Preventative Maintenance programs then get an additional 10% off any billable parts.

We would not be able to offer a price freeze as requested in the addendum, but Signal Gates always strives to keep out pricing as competitive as possible. This is our first price increase since 2021.

Hope this helps.

Thanks,
Ken

Thank you,
Signal Gates Service Department
Office Hours are Monday- Friday 7:00am- 4:00pm MST.

Email: Service@Signalgates.com

vickydinicola@gmail.com

Subject: FW: Attn. Ken Miller -- questions about service options

----- Forwarded message -----

From: **Signal Gates Service Desk - Corporate Office** <service@signalgates.com>

Date: Wed, Jul 29, 2026 at 1:37 PM

Subject: Re: Attn. Ken Miller -- questions about service options

To: Paul Tynan <paultynan89@gmail.com>

Cc: Greg LaCien <lacion67@gmail.com>, Gail Wise <gail.wise@hotmail.com>, Vicky DiNicola <vickydinicola@gmail.com>, Dave Hagen <Davehagen1@msn.com>, Ed Smith <edsmith24@yahoo.com>, Harry Lewsley <hlewsley1@cox.net>, Glenn Peliska <gpeliska@gmail.com>

Hello,

We have provided some answers in Red .

Thank you,
Signal Gates Service Department
Office Hours are Monday- Friday 7:00am- 4:00pm MST.

Email: Service@Signalgates.com

800 Number: 800-379-2416



From: Paul Tynan <paultynan89@gmail.com>

Sent: Wednesday, July 29, 2026 1:16 PM

To: Signal Gates Service Desk - Corporate Office <service@signalgates.com>

Cc: Greg LaCien <lacion67@gmail.com>; Gail Wise <gail.wise@hotmail.com>; Vicky DiNicola <vickydinicola@gmail.com>; Dave Hagen <Davehagen1@msn.com>; Ed Smith <edsmith24@yahoo.com>; Harry Lewsley <hlewsley1@cox.net>; Glenn Peliska <gpeliska@gmail.com>

Subject: Attn. Ken Miller -- questions about service options

Ken,

Thanks for your help with our understanding of your service plans and the copies you sent me. I have shared them with the Board and Gate Committee, and Vicky, our President, has some additional questions. I am forwarding a note from her to me.

Paul Tynan
Secretary, Green Ridge HOA

Paul, thanks for your analysis. Very helpful. After reviewing the materials, I have some questions below, which we may need to forward to Ken and ask for clarification on. Hopefully, we can get answers before our meeting tomorrow night. 😊

1. I did a brief analysis of all our service calls from 2022 through January of 2025 (which is the last time I got a detailed report) and noted that we had to replace “batteries” at least five times, and one surge protector was replaced, so the “covered benefit” in the new Preventative Plus Plan that covers batteries and surge protectors will provide us with some added value. However, I have a couple detailed questions about this coverage.
 1. Two of the five repairs related to batteries had to do with the replacement of the “Battery Box”. Are “Battery Boxes” included in this coverage? --- **only what is listed in the PM Plus plan is included, if you could reference which invoices you are talking about we could take a look.**
 2. Are service calls to do a “system reset”, “reset the receiver” or reset a GFI included in the Plus plan?-- **Power failure is not covered**
2. It looks like under either plan, the Basic or the Plus, we will no longer have any coverage for things like operators or control boards or hardware (assuming no vandalism). But what about warranties for new operators or control boards etc. that we pay for? Will there be *any warranty* on new parts? Neither contract states this. - **The install of new operators or phone systems comes with manufacturer warranties. We would warranty new equipment for 1 year (anything outside of this we would see if manufacturer would cover this and we can advise on their process)**
3. Where will the “on-site” log be kept and how will it be accessible? Who can access it? Anyone? - **inside the operator or phone system**
 1. Is the “on-site” log only available in the Preventative Maintenance Plus Plan? It isn’t mentioned in the Basic Plan. — **thank you for catching that we can update as both are available**
 2. If only in the PP plan, what are the advantages of this “onsite” log? - **both plans have the log available**
4. With the Plus plan, we are being scheduled for mileage for “unscheduled maintenance out of our service area”. Are we in their service area? I’m wondering why this language was included in our agreement, since it was “*specifically prepared for Green Ridge*”. - **Out of service mileage isn't pertaining to yourself. This is a standard agreement verbiage of the exclusion.**
5. Page 3 of the Preventative Plus Plan has a pricing schedule that says we have a “special discounted rate” through December 2026 of \$305/month, but the Final Rate of \$540 appears to “start” on 8/1/2026. Which is it. — **You will be rolled into the plan. The rate will stay till end of December 2026**
6. The Preventative Maintenance Plan is confusing. Bullet four on page 2 states, “*All scheduled labor costs are included in your plan (This includes non-emergency service calls done during regular business hours)*”. However, under the section of what the plan will not cover, the second bullet states, “*Labor associated with quotes or proposal items*”. There is also a 6th bullet that says “*Labor for repairs due to vandalism, tampering or misuse*”. I interpret this to mean we would ALWAYS be charged for a quote or bid, regardless of whether it was related to vandalism, but we would NOT be charged for labor for work done that is un-related to vandalism. Is that correct? - **correct**

7. Please verify my understanding of these new plans using the following two scenarios, which unfortunately, are relatively common in our community:

1. **Scenario 1:** David Hagen reports a gate is open at 6:30 am. We notify Susana, who then reports the issue to Signal around 10 am. The date is NOT the date of our regular monthly maintenance. Signal comes out that afternoon (before 4 PM) and determines the problem is a faulty circuit board or some other part that is NOT a transformer, surge strip, or battery charger. No vandalism has occurred. They order the part and come back the next day to fix it. --- *The circuit board is in their vehicle if approved onsite the labor would be free for PM Plus. If Basic is chosen both labor and part would be billable*

	BASIC PLAN	PLUS PLAN
Fee to Assess Problem	\$165 + \$165/hour	\$165 + \$165/hour
Labor	\$165 + \$165/hour for each visit	No additional costs (included in plan)
Parts	10% discount	10% discount
Mileage	None (assuming we're in their service area)	None (assuming we're in their service area)
Warranty on Part	None	None
Monthly Cost	\$340 per month	\$540 per month

2. **Scenario 2:** David Hagen reports a gate is open at 6:30 am and its obvious it has been hit. Clearly an accident has occurred. We notify Susana, who then reports the issue to Signal around 10 am. Signal comes out that afternoon (before 4 PM) and evaluates the damage and provides us for a quote for repairs. — *both plans would be billable as the hit is considered Vandalism*

	BASIC PLAN	PLUS PLAN
Fee to Assess Problem	\$165 + \$165/hour	\$165 + \$165/hour
Labor	\$165 + \$165/hour for each visit	\$165 + \$165/hour for each visit
Parts	NO discount	NO discount
Mileage	None (assuming we're in their service area)	None (assuming we're in their service area)
Warranty on Part	None	None
Monthly Cost	\$340 per month	\$540 per month

Thanks,

Vicky