



SERVICE AGREEMENT

Henschel Technologies • Managed Information Technology Services

Complete one Service Agreement per service or tier bundle a client buys. Replace every [bracketed] field and leave the rest untouched. This Agreement incorporates the Henschel Technologies Master Services Agreement by reference — see Section 5.

Agreement No.	[SA-#####]
Client	[CLIENT LEGAL NAME]
Service / Tier	[SERVICE NAME OR TIER — e.g., Tier 2 — Professional]
Covered Users	[#]
Covered Devices	[#]
Quote Reference	[QUOTE NUMBER, DATE]
Effective Date	[DATE]

This Service Agreement (this “Agreement”) is entered into on the Effective Date shown above, by and between Henschel Technologies (“Provider,” “we,” “us,” or “our”), of 1402 John Clark Road, Dover, Delaware 19904, and [CLIENT LEGAL NAME] (“Client,” “you,” or “your”), of [CLIENT ADDRESS]. It confirms the scope, term, fees, and service-level summary for the Services described below. All capitalized terms not defined here have the meanings given in the Master Services Agreement (the “Master Agreement”) it incorporates — see Section 5.

1. Service Description

1.1. Service or tier. This Agreement covers the following service, tier, or service bundle (the “Services”):

[SERVICE NAME, TIER, OR BUNDLE — e.g., “Tier 2 — Professional: managed IT for workstations and servers,” or a standalone service such as “managed email security (Proofpoint)”]

1.2. Scope summary. [2–3 plain-language sentences: what the Client’s team gets, what our team manages day to day, and where the boundary sits. Example phrasing for each tier is below — keep the one that matches and delete the rest.]

Tier presets (from Schedule A of the Master Agreement)

Essentials — *Complete day-to-day management for workstations and servers: our team monitors, protects, patches, and supports every covered system, with ticketed helpdesk through the Client Portal.*

Professional — *Everything in Essentials, plus email-layer security (Proofpoint), password vaults for employees, faster response targets, and a monthly health and ticket summary.*

Elite — *Everything in Professional, plus our Louie AI assistant for all employees, quarterly vCIO strategic reviews, full lifecycle management with a refresh plan, a priority support channel, and an annual technology audit.*

Inclusions

- [Inclusion — e.g., RMM monitoring and management of every Covered Device]
- [Inclusion — e.g., managed antivirus / endpoint protection]
- [Inclusion — e.g., automated patching of covered systems]
- [Inclusion — e.g., Client Portal access with ticket submission]
- [Inclusion — e.g., monthly health and ticket summary report]
- [Additional inclusions per the Quote — add lines as needed]

Key exclusions

- [Exclusion — e.g., hardware purchases, cabling, and carrier services]
- [Exclusion — e.g., projects and implementations not itemized on this Agreement]
- [Exclusion — e.g., forensic investigation or breach-response work]
- [Exclusion — e.g., support for personal or non-Covered devices]
- [Additional exclusions — add lines as needed]

2. Term

2.1. This Agreement starts on [SERVICE START DATE] (the “Service Start Date”).

2.2. The initial term is [12] months from the Service Start Date, unless the Quote states otherwise.

2.3. Renewal is automatic and governed entirely by the renewal mechanics in Section 3 of the Master Agreement — successive terms, non-renewal notice, and renewal fee adjustments are not restated here.

2.4. If the Master Agreement ends for any reason, this Agreement ends with it.

3. Fees

Fees are set on [QUOTE NUMBER], dated [QUOTE DATE]. Recurring Fees bill monthly in advance; one-time and usage-based charges bill as incurred. All billing, payment, invoicing, and dispute mechanics are governed by Section 4 of the Master Agreement.

Service / line item	Frequency	Amount
[Service or tier, e.g., Tier 2 — Professional — [#] devices / [#] users]	Monthly	Per Quote
[Add-on 1 — e.g., managed backup add-on]	[Monthly]	Per Quote
[Add-on 2 — e.g., managed email security]	[Monthly]	Per Quote
Onboarding & setup	One-time	Per Quote
[Additional line — delete if unused]	[—]	Per Quote

Line items are priced on the executed Quote; if the Quote differs from this table, the Quote controls.

4. Service-Level Summary

Quick reference for this Service Agreement only. The full response-time commitments, severity definitions, service credits, exclusions, and Business Hours live in Section 5 and Schedule B of the Master Agreement; in case of conflict, those govern.

Severity	Response target (Business Hours)
P1 — Critical	[1 business hour]
P2 — High	[4 business hours]
P3 — Normal	[8 business hours]
P4 — Low	[Next business day]

Use the targets for the selected tier in Schedule B of the Master Agreement, or enter agreed targets above.

5. Incorporation of the Master Agreement

This Service Agreement incorporates the Henschel Technologies Master Services Agreement, available at <https://henscheltech.com/legal/master-services-agreement>, in its entirety by reference. In case of conflict, the Master Agreement controls.

By signing below, both Parties confirm they have read and accept the Master Agreement as the legal terms of the relationship, including the master definitions, fee and payment mechanics, confidentiality duties, limitation of liability, indemnification, and termination provisions. No statement in this Service Agreement restates or alters those terms; the Master Agreement is amended only in a writing signed by both Parties.

Agreed and accepted:

Both Parties sign below (handwritten or accepted electronic signature). This Agreement is effective on the Effective Date shown above.

Henschel Technologies

Signature: _____

Name (printed): _____

Title: _____

Date: _____

[CLIENT LEGAL NAME]

Signature: _____

Name (printed): _____

Title: _____

Date: _____