



Service Agreement

Your Partner in Long-Term Performance.

Our service agreements are designed to keep your equipment running at peak efficiency. By having a proactive approach to maintenance, our experts work with you to reduce downtime, extend equipment life, and protect your investment.

Service Agreements include:



On-site technicians analyze and fine-tune your equipment



Recommendations for critical parts to be kept in inventory to assure uptime



New retrofits and upgrades are identified to boost performance

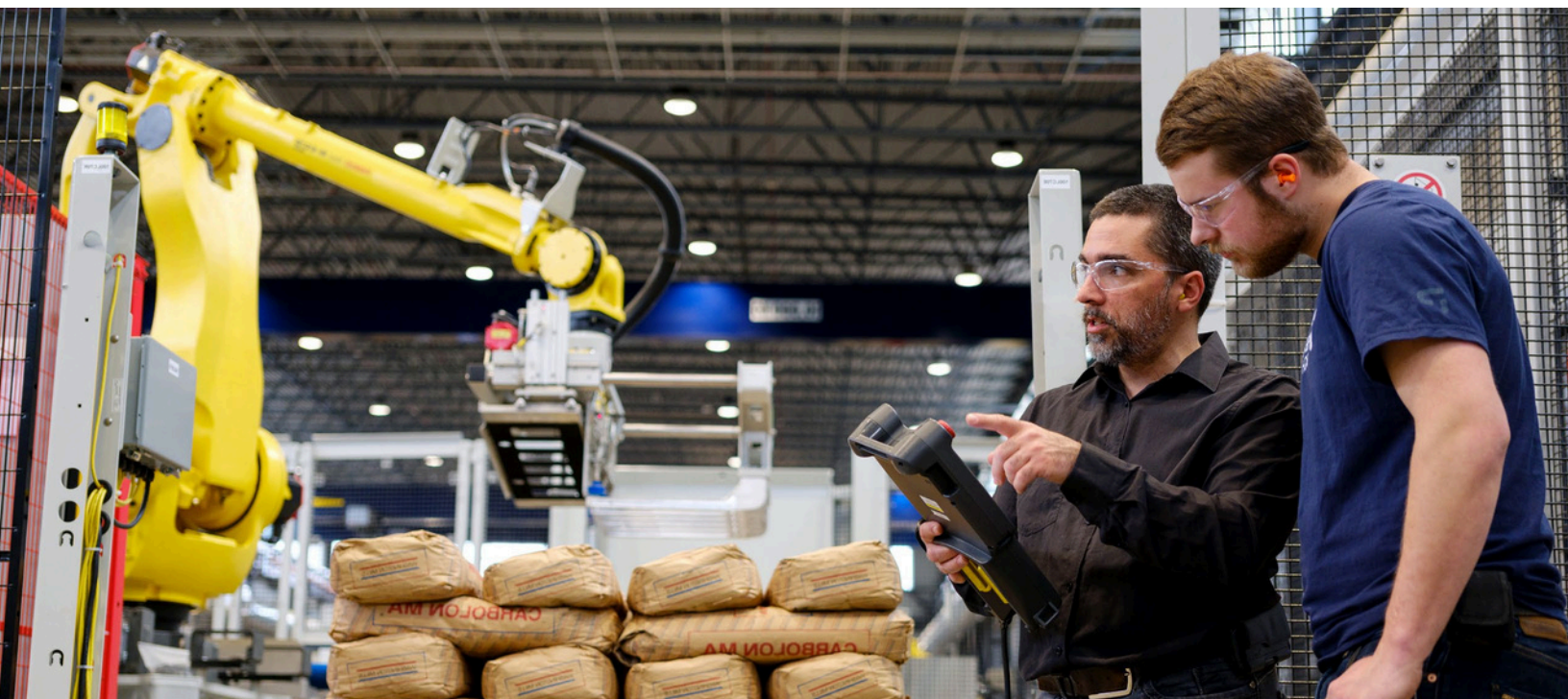


Preventive maintenance is integrated into your workflow to avoid unplanned downtime



Driving Value Beyond Maintenance

Your success is our priority. Our service agreements go further than scheduled maintenance – they're designed to ensure continuous improvement, long-term reliability, and greater return on your investment.



PLANS

Sign up for a Service Agreement and secure your service visits with a 12 or 24-month plan.

Feature	NO PLAN	ESSENTIAL	PROACTIVE	PERFORMANCE
Field Service Hours (Annual)		30+	50+	90+
Field Service Hours Discount		5%	10%	12%
Parts Discount		5%	8%	12%
Retrofit and Upgrade Discount				5%
Remote Technical Support	⊙	⊙	⊙	⊙
Technical Support Priority				⊙
Client Portal	⊙	⊙	⊙	⊙
Emergency Visit Benefit (1/year @ standard rate)				⊙

Service Plan Add-on	Description
Advanced Operator / Maintenance Training	Customized on-site or remote sessions focused on troubleshooting, optimization, and best practices.
Ready-to-Run Maintenance Kit	A pre-defined set of critical and high-turnover maintenance parts curated for your specific equipment model(s). Ensures essential components are available on-site, minimizing downtime and maximizing efficiency.
NECTON	Premier Tech's connected platform for real-time equipment monitoring, remote diagnostics, and performance insights. Enables proactive maintenance, data-driven optimization, and remote expert support.

FIELD SERVICE HOURS CAN BE USED FOR:

- ⊙ Planned preventive maintenance
- ⊙ Equipment assessment
- ⊙ Specific troubleshooting
- ⊙ Robot grease change
- ⊙ Retrofit installations
- ⊙ Technical Training

FIELD SERVICE HOURS CANNOT BE USED FOR:

- ⊙ Engineering intervention
- ⊙ Emergency visit
- ⊙ Travel time

