



SERVICE AGREEMENT

RUN YOUR EQUIPMENT AT FULL SPEED.

Your machine should receive periodic maintenance performed by qualified personnel to ensure long equipment life, safe operation, and optimum performance.

SERVICE AGREEMENTS INCLUDE:



On-site technicians that analyze and fine-tune your equipment



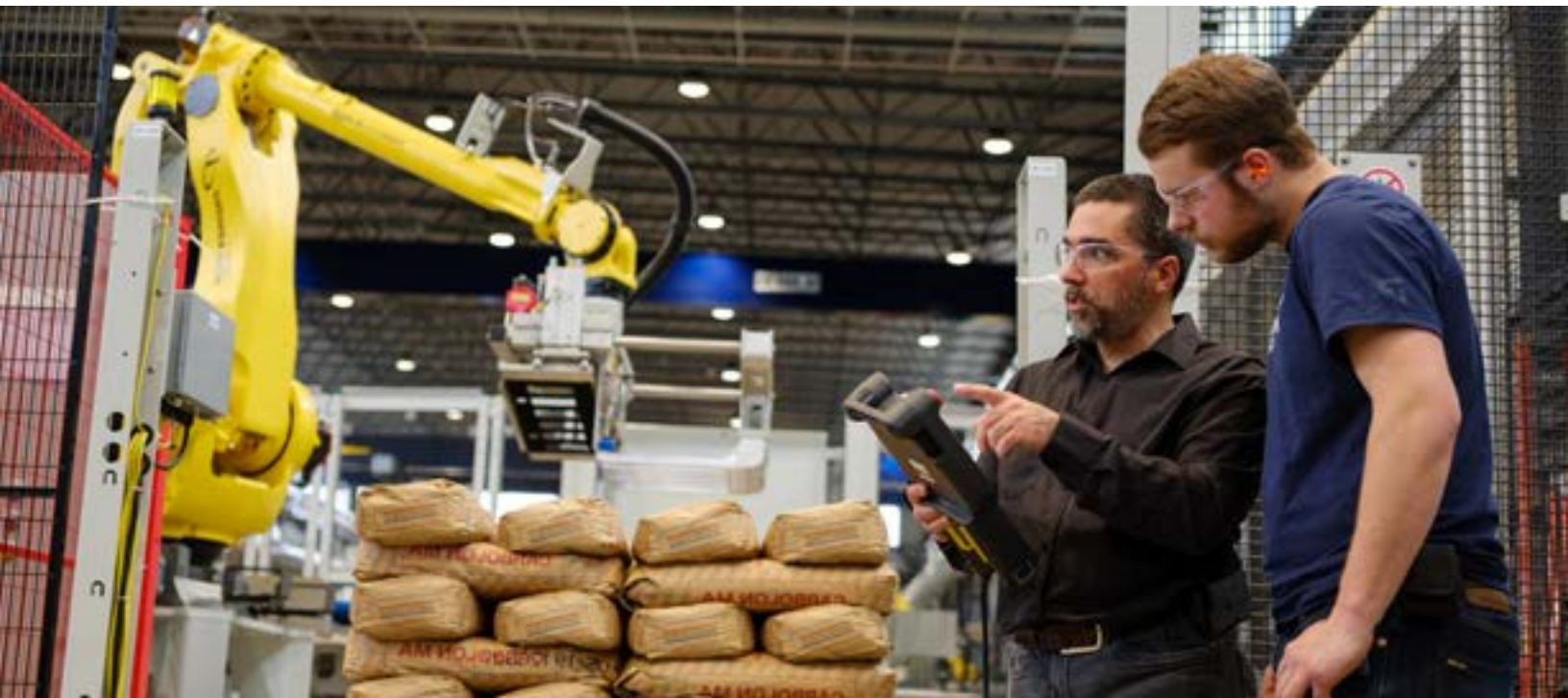
Recommendations for critical parts to be kept in inventory to assure uptime



Identification of new retrofits and upgrades to boost performance



After choosing to invest in their equipment by purchasing a Service Agreement plan, one of our clients was able to save **\$12,000 per day**. During a field service visit, one of our technicians fine-tuned and changed some equipment settings, maximizing their uptime and paying back their Service Agreement in less than a week!



PLANS

Premier Tech offers unbeatable service that goes beyond the installation and lasts for the lifetime of your equipment. Sign up for a Service Agreement and secure your service visits with a 12 or 24-month plan.

	NO PLAN	ESSENTIAL	PROACTIVE	PERFORMANCE	PERFORMANCE+
Field Service Hours (Annual)		40+	60+	120+	200+
Field Service Hours Discount*		5%	10%	12%	15%
Parts Discount		4%	6%	10%	12%
Retrofit and Upgrade Discount					5%
Training Discount				5%	5%
Remote Technical Support	☑	☑	☑	☑	☑
Technical Support Priority				☑	☑
Annual Technical Support Report					☑
Client Portal	☑	☑	☑	☑	☑
Cancellation Policy Notification required before visit	10 business days	10 business days	10 business days	5 business days	5 business days

*Excludes travel time

FIELD SERVICE HOURS CAN BE USED FOR:

- ☑ Planned preventive maintenance
- ☑ Equipment assessment
- ☑ Specific troubleshooting
- ☑ Robot grease change

FIELD SERVICE HOURS CANNOT BE USED FOR:

- ☒ Technical Training
- ☒ Engineering intervention
- ☒ Emergency visit
(planned less than 10 working days in advance)
- ☒ Travel time

