

# Service Contracts



Extend the life of your equipment, reduce downtime and forecast and plan for future parts replacements to boost your bottom line!

<u>Services Provided by Rotoflex</u>	<u>Evaluation of Equipment</u>	<u>Implementation of Recommendations</u>
End-to-end equipment assessment by technician	Visit 1	
Check condition, wear, tolerances of all components	Visit 1	
Perform immediate, minor adjustments to improve performance	Visit 1	
Create a detailed recommended list of replacement parts, and work with Rotoflex parts team to provide comprehensive quote	Visit 1	
Install parts and make necessary final adjustments		Visit 2
Perform Rewind test to confirm and document improved performance		Visit 2
<b>Additional features include:</b>		
Rotoflex will work directly with the customer to resolve common problems such as counting, and tension issues.		
Rotoflex will provide a list of all upgrades available for equipment to increase productivity and reduce waste.		
Performance of a Tension Analysis to ensure proper web routing.		
All electrical components will be calibrated to Rotoflex specifications.		
Rotoflex will make sure that the equipment is level. Adjustments will be made as necessary.		
Machine certification if all Rotoflex recommendations (including recommended parts and technician advice) are followed. The certificate will confirm Rotoflex has maintained the equipment and it is operating at full capability.		

<u>Equipment Model</u>	<u>Two Visits</u>	<u>Single Contract Price</u>	<u>2-3 Machines (price per machine)</u>	<u>4 Or More Machines (price per machine)</u>
	<u>Hours per visit</u>	<u>Standard Price</u>	<u>20% Discount</u>	<u>30% Discount</u>
Rotoflex VSI	6 hours (12 total)	\$1,560	\$1,248	\$1,092
Rotoflex DSI	6 hours (12 total)	\$1,560	\$1,248	\$1,092
Rotoflex VLI	6 hours (12 total)	\$1,560	\$1,248	\$1,092
Rotoflex DLI	8 hours (16 total)	\$2,080	\$1,664	\$1,456
Rotoflex TURRET	8 hours (16 total)	\$2,080	\$1,664	\$1,456
Rotoflex VERICUT	8 hours (16 total)	\$2,080	\$1,664	\$1,456

**2015 Travel and Labor Rates:**

Travel time is charged at \$80/ hour and per diem totals \$45/ day. Hotel, car rental and airfare, if applicable, are charged at cost. Parts are charged at the standard Rotoflex price list.

\*\*Domestic rates (in U.S. dollars) listed. Contact us for international rates. Pricing is for a one-year agreement and includes two visits allotted. Subject to change without notice.\*\*

\*Two weeks' notice required to cancel a scheduled visit. Any visits canceled without a notice is subject to a cancellation penalty.

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### Why should I do Preventive Maintenance?

- The primary goal of maintenance is to avoid or mitigate the consequences of failure of equipment. It is designed to preserve and restore equipment reliability by replacing worn components before they actually fail.
- Preventive maintenance activities include partial or complete overhauls at specified periods, oil changes, lubrication and so on. In addition, workers can record equipment deterioration so they know to replace or repair worn parts before they cause system failure
- Preventive maintenance doesn't just enhance the lifespan of regularly used equipment, it enables higher performance. How well equipment performs depends on a huge number of factors ranging from the quality of the equipment in use to environmental factors.
- Companies that take the time to maintain their equipment on a regular schedule typically get the best performance possible out of their equipment.
- The performance of equipment is often intimately related to profits. Many companies rely heavily on their equipment, and the more efficiently and smoothly their equipment performs, the more profit they can make.
- While it is true that in the short run companies that do not spend time maintaining their equipment well can make more money, in the long run their equipment will end up performing more poorly, and they will end up losing a great deal of money.
- Preventive maintenance doesn't just increase what managers can get out of equipment, it also makes it possible for managers to save money on power costs. Equipment that is poorly maintained typically requires more electricity or fuel to run.
- This increase in electricity or fuel use may seem trivial at first, but it typically ends up costing companies a great deal. While these costs may end up remaining hidden, they still end up negatively impacting the bottom line.

### Quality equipment only stays quality equipment if it receives the level of care it deserves

- Often companies will make the extra effort to purchase high quality equipment (knowing that in the end they will save money), but they overlook the importance of maintaining equipment properly.
- Failing to adequately service high quality equipment ends up costing companies a great deal of money that could otherwise go towards enhancing the bottom line.

### Preventive Maintenance Enhances Customer Service and Reputation

- Preventive maintenance can also help companies to provide customers (internal and external) with better customer service. Because regularly scheduled maintenance enhances equipment functioning, companies that practice it can offer their customers more reliable service.
- Many customers are just as interested in the reliability of services as their quality. While a number of companies make the mistake of assuming that customers care only about the quality of service they deliver, most of the best companies realize that consumers don't want great service delivered on an unreliable timetable. Consumers want both quality and reliability, and companies that realize this are the best positioned for growth.
- Companies that are able to produce their products on a reliable schedule or offer reliable services find themselves acquiring very good reputations. Businesses live and die based on their reputations and anything companies can do to enhance their reputations is something they should at least consider.
- While not all reputation boosting moves are worth taking, preventive maintenance yields so many benefits in so many areas at so little cost that it is clearly an intelligent strategy for companies to adopt.