



# Customer Care **Service Agreements**

## **Increase Your Plastics Processing Efficiency with Optimization, Maintenance, and Training**

High employee turnover rates are a fact of life in today's plastic processing operations. This turnover dramatically increases the difficulty of running your equipment with proper optimization and appropriate maintenance. Over time, processing efficiencies will drift downward.

Conair's service agreements build upon our 65 years of experience in supporting plastics auxiliary equipment so that we can help you elevate your operational efficiency.

Your reduced staff, even if they have the knowledge to train new hires, often do not have the time or focus to train others properly. Conair offers regular training so that your new employees can get up to speed faster while senior personnel gets the help they need to grow their own knowledge.

# WHY USE **CONAIR SERVICE AGREEMENTS?**

A processing line is like a chain – it is only as strong as the weakest link. Neglected maintenance on any item on the production line can bring the entire process to a halt.

Many processors focus their lean staff on their primary assets, such as molding machines and extruders, neglecting auxiliary equipment. Many learn the hard way that neglecting optimization and maintenance on small items has a large negative effect on productivity.

With Conair Service Agreements, you get:

## **Effective Team**

Executed by factory trained Conair Certified technicians.

## **Proven Approaches**

Implementing time-proven maintenance and operational guidelines to optimize processes.

## **Consistency and Accuracy**

Field-focused mobile forms ensure consistent approaches.

## **Verified Training**

Providing “Conair Best Practices” training to enable your in-house team to continue managing your factory at peak performance.



## **ACHIEVE** YOUR PERFORMANCE OBJECTIVES

*To help you avoid the hard lessons of neglected optimization and productivity, Conair service agreements ensure:*

- Operational reliability and system performance
- Extended equipment life cycles
- Reduced operating & capital expenses
- Maximized energy savings
- Reduced management & administrative time
- Reduced operational & financial risk
- Reduced rates for parts and repairs



## **PROTECT** YOUR BOTTOM LINE

There is a reason why each piece of equipment you purchase from Conair is called an “asset” – that is because, controlled and maintained properly, each one is a valuable resource, part of a profit-making production line.

Proper maintenance of your assets, conducted at suggested and planned intervals, provides significant savings over run-to-fail operation. Every item must be running at peak performance to ensure maximum uptime for a production line.

Support interactions give your Conair team additional sightlines into your equipment performance. Equipment anomalies are more likely to be detected and resolved within the warranty period. Any warranty issues found on a Conair-supplied asset will be reported and corrected immediately.





# HOW CONAIR SERVICE AGREEMENTS WORK



## SERVICE AGREEMENT FLEXIBILITY

*We offer a variety of approaches to best fit your needs – and your budget.*

Each plan is customized based on the operational requirements of your Conair-supplied assets. By reviewing and understanding the unique design and operational requirements of your production lines, Conair uses our experience and your input to tailor a service agreement that meets your objectives.

### Basic Service Agreement



- MachineHealth™ Assessment
- Training Boost

### Standard Service Agreement



- Annual MachineHealth™ Assessment
- **6-Month** Operational Inspection and Training Boost

### Premium Service Agreement



- Annual MachineHealth™ Assessment
- **3-Month** and **9-Month** PM Service
- **6-Month** Operational Inspection and Training Boost

*Learn more about the details of what's included on the next page.*



## OTHER BENEFITS

- Discount off Conair standard service rates.
- A 10% discount on Conair parts or non-emergency service labor listed and quoted during Service Agreement visits.

# WHAT'S INCLUDED:

## Annual MachineHealth™ Assessment – a Top-Down Overview of Your Auxiliary Equipment:

*Includes a Detailed Assessment and Equipment Evaluation*

### Detailed Assessment

- Specific recommendations that will increase uptime and reduce unexpected downtime.
- Software updates to the latest revision. (as needed; some downtime may be required.)
- Recommendations to improve line efficiency.
- Record and report any abnormal conditions, settings or measurements taken.
- Review customer logs with customer for operational problems and trends.
- A comprehensive report on the condition of your equipment.

### Equipment Evaluation

- Certifications (if applicable) completed to OEM standards.
- Make minor repairs, time permitting. List repairs suggested but not completed.
- Inspect control panels for cleanliness; inspect wiring for tightness and any signs of overheating.
- Verify working condition of indicator/alarm lights and HMI displays.
- Check wear items and report on condition and expected life.
- List of recommended repairs and repair parts
- A 10% parts discount on Conair parts and service listed and quoted during a MachineHealth™ assessment, valid for 30 days.

## Customer Care Operational Inspections:

### Equipment Evaluation plus Maintenance/Training Package

- Maintenance tasks completed to OEM standards.
- Maintenance records and procedures verified - stay in compliance with warranty requirements.
- Inspect control panels for cleanliness; inspect wiring for tightness and any signs of overheating or discoloration.
- Other specific inspection criteria will be applied based on installed asset types.
- Training provided on maintenance and operation.

### Training Boost

- Side-by-Side training with 1-2 Customer employees during Service Agreement evaluation.
  - Customer is required to dedicate at least one employee to accompany Conair technician during each visit.
- Machine-side training.
  - Additional classroom and other training is available when the Service Agreement is in effect - tailored to your needs.