

# Schelling Machine Preventative Maintenance

## Annual Service Contract

### Front Load Machine

#### INTRODUCTION

IMA Schelling Group USA is constantly working to provide our customers with the highest form of service possible. This takes a cooperative effort on the part of us and our customers to achieve this goal. Maintenance is an ongoing process that battles against time for production. We recognize that maintenance cannot always be the highest priority for our customers because you must run production to meet the deadlines and needs of your customers. In an effort to offer excellent service and maintain your Schelling saw at its highest level of productivity, IMA Schelling would like to offer the service plan listed below. This plan offers the customer a discount on services and parts by planning ahead.

#### WHAT IS COVERED?

⇒ **(1) On-Site Service Visit (includes labor and travel expenses)**

\* 8 hours of labor required for a wood/plastic cutting Front-load machine (manual)

\* 8 or 16 hours of labor for metal cutting machines (speak with Schelling Service for the recommended hours of service for your saw)

⇒ **(1) Belt and Bearing Kit for the saw(s) being serviced**

⇒ **10% discount on additional labor up to 8 hours**

⇒ **10% discount on parts ordered during visit**

#### PLAN SPECIFICS

**Service Visit:** A technician will be scheduled to visit your saw once (1) during the year for a full inspection, adjustment, and evaluation equaling 8 hours (Front load) for the visit. This visit will be documented by means of a Preventative Maintenance Check List and Service Report that will be sent to you once the service is completed.

**Belt and Bearing Cover Kit:** Plan includes (1) Belt and Bearing Cover Kit per visit.

**Additional Labor Discount:** 10% discount on additional labor hours needed beyond the 8 hours for a front load machine; this must be scheduled when the Preventative Maintenance visit is scheduled. Labor discounts do not apply to major upgrades or modifications. **Any service work needed in addition to what is outlined in the Preventative Maintenance Checklist must be scheduled ahead of time with the IMA Schelling Group USA Service Department.**

**Parts Purchases:** 10% discount on parts purchased during the service agreement visit.

## CONDITIONS

**Scheduling:** The Preventative Maintenance (PM) service visit must be scheduled a **minimum (4) weeks before** the expected service date. **It is the customer's responsibility** to ensure each PM service visit is used during the contract period. A PM service visit can be performed after the end contract date, if the service is scheduled before that end date.

**Labor:** The service agreement is designed to aid the customer in addressing maintenance items. Work performed under this plan does not imply a warranty period after the work has been completed. Direct repair work on the saw should be handled outside the agreement. This service visit is not to be used for anything other than preventative maintenance of your machine including the full inspection, adjustment and evaluation of the machine. **If the customer requires additional service beyond what is listed in the Preventative Maintenance Checklist, the on-site contact person MUST communicate this to the IMA Schelling service department when the annual visit is scheduled.**

**Parts:** All parts purchased under this plan will be subject to a restocking fee.

**Travel:** Expenses related to travel are included for the (1) scheduled service visit outlined in the agreement. If additional days are required for paid service beyond what is listed in the PM Checklist, the customer is responsible for the extra costs of the hotel room, rental car and allowances.

**Black-Out Dates:** The following weeks are excluded from the list of available dates to schedule a Preventative Maintenance service visit. These weeks include:

- ⇒ Memorial Day (May 24th-31st)
- ⇒ Labor Day (September 1st-7th)
- ⇒ Thanksgiving (November 23rd-30th)
- ⇒ Christmas (December 24th-28th)
- ⇒ New Year's (December 31st-January 3rd)

**Terms:** The term of this agreement shall commence after this agreement is signed and will be renewed annually on the 15<sup>th</sup> day of the contract start month. Payment on the contract invoice must be received before a service technician can be dispatched. If terms of the contract change, the customer will be given a written notice of said changes sixty (60) days before the contract renewal date. Regular service rates and expenses apply to additional work requested outside of this service plan. Please see Attachment A for current service rates.

## PRICING

### Annual Service Agreement for (1) Year:

Material	Service Type	Price
Wood/Plastic	8 Hour Service (Front Load)	Please contact us for Pricing USD
Non-Ferrous Metal	8 Hour Service	Please contact us for Pricing USD
Non-Ferrous Metal	16 Hour Service	Please contact us for Pricing USD

### Additional Saws added to the Contract (Same Facility/Same Trip):

Material	Service Type	Price
Wood/Plastic	8 Hour Service (Front Load)	Please contact us for Pricing USD
Non-Ferrous Metal	8 Hour Service	Please contact us for Pricing USD
Non-Ferrous Metal	16 Hour Service	Please contact us for Pricing USD

**AGREEMENT**

This service agreement is entered into by and between **Your Company Name Here** and IMA Schelling Group USA, Inc.

SAMPLE