



H&S

HANDLING & STERILIZING

## FIELD SERVICE SUPPORT CONTRACTS

Prevent costly downtime with preemptive mechanical, electrical and controls audits. Allpax can help you maximize your annual downtime with expert shutdown support.



Allpax field service support packages allow our customers to maximize their annual maintenance shutdowns. Working alongside your maintenance teams, Allpax mechanics, electricians and software engineers perform diagnostics to help isolate and resolve potential equipment failures helping you minimize costly downtime during production. All contracts include a credited base of regular and/or after-hours remote support time that can be utilized anytime during the annual contract. This provides plant technicians immediate access to Allpax software engineers to mitigate equipment and component issues resolving critical production downtime issues. Allpax offers three support packages so you can tailor to your plant's specific needs.

- **Silver Level Package** - includes annual mechanical and electrical/controls/software audit of the Allpax equipment, plus the following additional services:
  - One week of preventative maintenance/shutdown support includes one mechanical and one electrical/controls/software engineer or technician on-site for 5 consecutive days each.
  - 10 hours of remote support (EXPERT PACKAGE). Upgrade to PREMIUM or All-In 24/7 as desired.
- **Gold Level Package** - includes annual mechanical and electrical/controls/software audit of the Allpax equipment, plus the following additional services:
  - Two weeks of preventative maintenance/shutdown support. This includes one mechanical and one electrical/controls/software engineer or technician on-site for 10 consecutive days or two separate week-long trips each.
  - One week of routine maintenance support and training. Includes one mechanical and one electrical/controls/software engineer technician on-site for 5 consecutive days each.
  - Annual calibration of all instrumentation and control valves.
  - 20 hours of remote support (PREMIUM PACKAGE) or upgrade to ALL-IN 24/7 Package as desired.
- **Platinum Level Package** - includes annual mechanical and electrical/controls/software audit of the Allpax equipment, plus the following additional services:
  - Three weeks of preventative maintenance/shutdown support includes one mechanical and one electrical/controls/software engineer or technician on-site.
  - Two weeks of routine maintenance support and training includes one mechanical and one electrical/controls/software engineer technician on-site.
  - Annual calibration of all instrumentation and control valves.
  - 20 regular time and 10 after hours of remote support (ALL-IN 24/7 PACKAGE)

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