◉ ALLPAX®
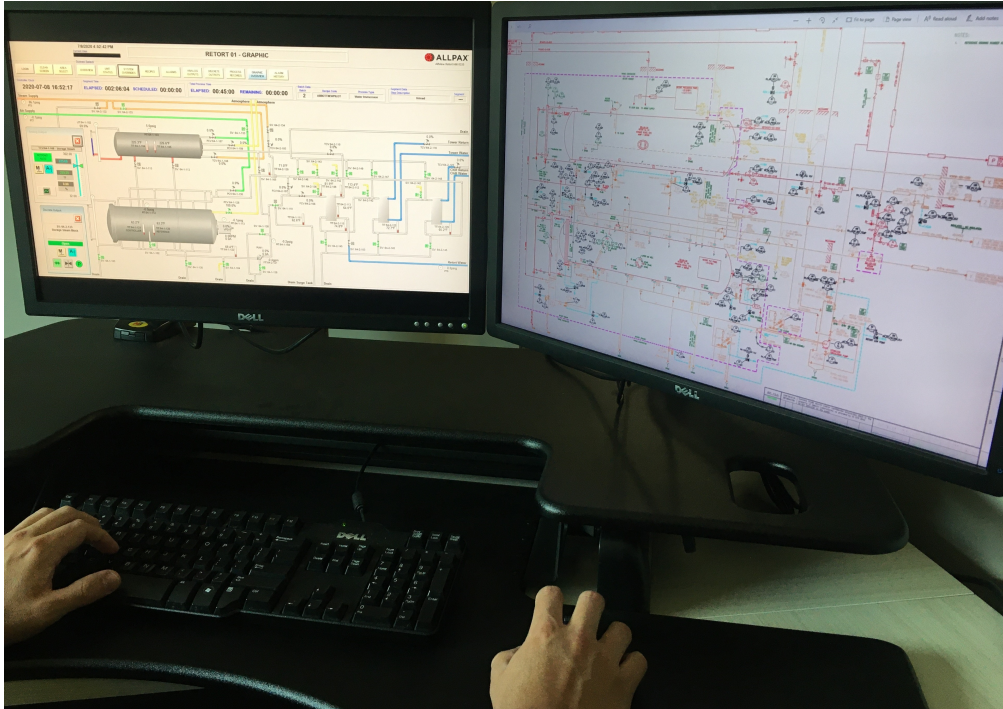
REMOTE SERVICE SUPPORT CONTRACTS

Need fast downtime resolution? Allpax Remote Support connects you with an experienced engineering team.

Allpax remote service provides a reliable lifeline to back up plant support and maintenance teams. Our engineers perform root cause analysis to eliminate repetitive issues. All plans include a credited base of regular and/or after-hours support time allowing plant technicians immediate access to Allpax Engineers to eliminate headaches associated with expediting purchase orders and paperwork that slows down the process of resolving critical production downtime issues. By comparison, one in-plant service call would cost as much as the annual fee for the ALL-IN remote support contract.

An available high-speed virtual private network (VPN) is a lifeline to to your operation. From a SECURE communication link, we can perform comprehensive tasks *In Real Time* including:

- PLC Ladder logic troubleshooting and modifications
- Process monitoring to resolve deviations
- Remote HMI control
- Host Computer troubleshooting
- Online PID valve tuning
- Machine diagnostics to determine faulted sensors

Support Package Features

Support Package Features	EXPERT	PREMIUM	ALL-IN 24/7
1 hour response during regular business hours	✓	✓	✓
1 hour response 24/7	N/A	N/A	✓
Direct 24/7 call in phone number	N/A	N/A	✓
Next day shipment on stocked parts during business hours	✓	✓	✓
VPN access flat-rate fee	$750	$500	INCLUDED
5% discount on additional regular hours of support time	N/A	✓	N/A
10% discount on additional regular or after-hours of remote support time	N/A	N/A	✓
Credit regular hours	10	20	20
Credit after hours	0	0	10

PHONE
985-893-9277

EMAIL
Allpax@ProMachBuilt.com

WEB
Allpax.com

453 Northpointe Ct.
Covington, LA 70433