

PREVENTATIVE MAINTENANCE AGREEMENT

The Needham Group Service Agreement will provide you with a comprehensive level of inspection and servicing for all equipment installed for a period of 12 months.

The inspection and servicing will take the form of one visit per year and will be carried out by one or more Service Engineers. The appointed Service Engineers will contact you one week before the scheduled inspection to note any specific components that may require attention. In addition, should there be a requirement for further operator training this will be discussed and programmed as appropriate.

Advantages of The Needham Group Maintenance Agreement

- * Prolong the life of the equipment through regular checks and preventative measures.
- * Maintained reliability and consistency of print quality.
- * One of the most frequent causes of unreliability in ink jet coders is filter failure. Printer elements include a sophisticated system of pumps, valves, viscosity control and ink re-circulation modules and it is essential that filters are changed on a regular basis for optimum performance. An advantage of the service agreement is regular filter changes with a discount of 10% off the list price.
- * Ensures that downtime due to printer malfunction is kept to a minimum. For every customer, downtime is costly.
- * Should a fault arise, call out will be given priority over non-contract call outs.
- * Should equipment require removal from site for repair, loan equipment will be provided.
- * Enables planning for annual capital expenditure.
- * Peace of mind.
- * A saving in service and spares cost.

Details

- * 1 visit per annum to service equipment.
- * All parts, labour and travel expenses included in the cost.
- * Continual software upgrades and improvements
- * FREE 24 hour technical support.
- * All parts used are warranted for a 12 month period and any unscheduled call outs due to operator misuse or accidental damage will receive 20% discount.
- * Basic operator training can be provided to ensure that systems are not neglected due to turn over of staff (max 3 people per annum)
- * Discount on additional machinery purchased within the Agreement period.
 - 1 – 3 Machines – 2.5%
 - 3 – 5 Machines – 5%
 - 5+ Machines – 7.5%