

Global Preventive and Predictive Maintenance Program

Micro-Poise Measurement Systems Europe GmbH provides exceptional customer service for all your tire test and measurement equipment needs. A key component of our global service programs is focused on supporting your X-Ray systems, Runout Measurement, Off-line Grinding and Buffing machinery.

These service products offer you a wide choice of options, while providing world class service that best fits your specific requirements. This document explains the programs we provide for the following Collmann™ products:

PCR X-RAY MACHINES (TYPE VERTIX-P)	TBR X-RAY MACHINES (TYPE VERTIX-T)	OTR X-RAY MACHINES	RADIAL RUNOUT MACHINES	OFFLINE GRINDER MACHINES	BUFFING MACHINES
MODEL 2833	MODEL 2824	MODEL 2836 (up to 42")	PCR TYPE 1036	MODEL 2325B	MODEL 0105
MODEL 2838	MODEL 2827	MODEL 2837 (up to 63", GianTiX)	PCR TYPE 1046	MODEL 2325SB	MODEL 0137
	MODEL 2835		TBR TYPE 1017		MODEL 0142
	MODEL 2838		TBR TYPE 1027 (automatic)		

Benefits for Contract Customers

- Priority Service and Reduced Downtime
- Forecasted Maintenance Costs per Machine
- OEM certified PPM Field Service Technicians
- Fixed Pricing Throughout the Term of the Contract
- Extended Life of Your Equipment
- Documented Service History
- Cost Savings over Standard Parts and Full Rate Service Pricing



VerTiX- PCR and TBR X-Ray machine



Horizontal PCR X-Ray machine type 2833

Platinum Service

This service is designed to meet the needs of customers whose equipment is an integral part of their production process. The reproducibility, repeatability and accuracy of data is critical to the manufacture and quality control of a high liability product. There is likely to be a high level of plant and equipment utilization where the financial impact of interruption to the process is measurably significant. Customers in the Platinum Service program take regular advantage of the entire range of Micro-Poise Measurement Systems' global resources.

Highlights of the Platinum Service contract include:

- Recommended two service visits per year, once per year is acceptable.
- Customers will receive a 10% discount on additional training hours.
- The Platinum contract is only applicable to the equipment listed above.
- Platinum contract customers purchasing 2 or more visits per year will receive a 5% labor discount on all "NON-PPM" service visits.
- A parts discount of 5% will be applied to all parts orders related to corrective actions suggested during the visit. Valid for 30 days.

Additional Services:

- Align multiple machines
- Limited software version upgrade once a year if it is available (To be clarified prior to acceptance)
- On-site training (8) contiguous hours

Software version upgrade includes a limited selection of Micro-Poise application software only. If PLC software or hardware changes are required, this will be quoted separately.

Gold Service

This service is designed to meet the needs of customers whose equipment is an integral and pivotal part of their production process. The reproducibility, repeatability and accuracy of data is critical to the manufacture and quality control of a high liability product. There is likely to be a high level of plant and equipment utilization where the financial impact of interruption to the process would be measurably significant. Customers in this category would take regular advantage of the entire range of MicroPoise global resources.

The terms of the Gold Service contract are:

- Recommended two service visits per year, once per year is acceptable, however.
- Customers will receive a 10% discount on additional training hours.
- The Gold contract is only applicable to the equipment listed below.
- Gold contract customers purchasing 2 or more visits per year will receive a 5% labor discount on all "NON-PPM" service visits for machines that are covered by a PPM contract.
- A parts discount of 5% will be applied to all parts orders related to corrective actions suggested during the visit. Valid for 30 days.

Additional Services:

- Align multiple machines
- Limited software version upgrade once a year if it is available (To be clarified prior to acceptance)

Software version upgrade includes a limited selection of Micro-Poise application software only. If PLC software or hardware changes are required, this will be quoted separately.

- On-site training (8) contiguous hours

Silver Service

This service is designed to meet the needs of customers who have equipment not necessarily pivotal to the production/quality process. The reproducibility, repeatability and accuracy may be more critical than equipment uptime.

The terms of the Silver Service contract are:

- One-two service visit per year at specified hours plus additional time if applicable.
- The option of additional services - See options listing.
- Breakdown visits will be invoiced at Full Rate Service.
- Silver customers will receive a 5% discount for all training courses.
- All parts replaced will be charged at current list pricing.

Additional Services:

- Align multiple machines
- Limited software version upgrade once a year if it is available (To be clarified prior to acceptance)

Software version upgrade includes a limited selection of Micro-Poise application software only. If PLC software or hardware changes are required, this will be quoted separately.

- On-site training (8) contiguous hours

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