

Global Preventive and Predictive Maintenance Program

Micro-Poise Measurement Systems provides exceptional customer service to our global customers. A key component is our Global Service Programs tailored to meet your needs.

These service products offer a wide choice of options to you while providing world class service that best fits your specific requirements. This document explains the programs we provide. Our Global Preventative and Predictive Maintenance (PPM) programs are available for the following Micro-Poise equipment: ASTEC[®] Uniformity machines, ASTEC[®] Tire & Wheel Assembly Uniformity machines, D70, D90/FD90, AIT Dynamic Balancers, AkroDYNE[®] Dynamic Balancers, ATW/MTW/VTW Tire & Wheel Assembly Dynamic Balancers, and TGIS-SL[®].

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



ASTEC[®] PLUS Tire Evaluation Center



AkroDYNE[®] Dynamic Balancer System

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 products.
- The Platinum contract is only applicable to the equipment listed below.
- 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.
- Software version upgrade

Software version upgrade includes the Micro-Poise application software only. If PLC software changes or hardware changes are required, this is quoted separately. Micro-Poise software version upgrades are only available for Windows XP operating systems.

Additional Services:

- Align multiple machines for TGIS recipe sharing**
- Software version upgrade (annually)

Software version upgrade includes the Micro-Poise application software only. If PLC software changes or hardware changes are required, this will be quoted separately. Micro-Poise software version upgrades are only available for Windows XP operating systems.

- On-site training (8) contiguous hours
- In-house Streetsboro/OHIO/USA - Certification Services: Master Wheel Re-certification (ATW)

**Requires Position Calibration and Measurement Verification Wheel.

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 Micro-Poise 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 products.
- 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.
- 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 for TGIS recipe sharing**
- Software version upgrade (annually)

Software version upgrade includes the Micro-Poise application software only. If PLC software changes or hardware changes are required, this will be quoted separately. Micro-Poise software version upgrades are only available for Windows XP operating systems.

- On-site training (8) contiguous hours
- In-house Streetsboro/OHIO/USA - Certification Services: Master Wheel Re-certification (ATW)

**Requires Position Calibration and Measurement Verification Wheel.

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 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 for TGIS recipe sharing**
- Software version upgrade (annually)

Software version upgrade includes the Micro-Poise application software only. If PLC software changes or hardware changes are required, this will be quoted separately. Micro-Poise software version upgrades are only available for Windows XP operating systems.

- On-site training (8) contiguous hours
- In-house Streetsboro/OHIO/USA - Certification Services: Master Wheel Re-certification (ATW)

**Requires Position Calibration and Measurement Verification Wheel.



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