



TURN KEY PARTS AND SERVICE SUPPORT

YOUR PACK LINE. OUR EXPERTISE TOTAL PEACE OF MIND



- ▣ PARTS
- ▣ SERVICE
- ▣ KNOW-HOW



SET UP FOR SUCCESS: COMBI EZ START-UP & TRAINING SERVICE

To guarantee a successful first impression, all Combi custom systems require our **EZ Start-Up and Training Service**.

- Equipment installation inspection
- Proper machine set-up and power-up testing
- Multi-point safety checks and machine operational sequences
- Maintenance personnel training on troubleshooting and preventative maintenance requirements
- Operator training
- Supervise initial production run and share operational improvement recommendations
- Warranty activation

BONUS OPTION: ON-SITE INSTALLATION SUPERVISION & SUPPORT

Recommended for customers who desire boots-on-the-ground Combi project leadership while equipment is being put in place and connected to utilities.

- All aspects of Combi's EZ Start-up & Training Service, plus
- Ensure equipment is anchored in place according to best practices and manufacturer requirements.
- Validate installation and connection of power and air.
- Provide assistance to ensure proper communication between integrated pieces of equipment.

COMBICARE PREVENTATIVE MAINTENANCE AGREEMENTS

LEVEL 1

LEVEL 2

LEVEL 3

Intended for customers looking to manage remote support costs and safeguard productivity with an annual on-site equipment evaluation.

- Free unlimited phone support
- Yearly audit inspection that includes a detailed report of recommended maintenance activities and evaluation of spare parts inventory

For customers looking to augment Preventative Maintenance Level 1 with the addition of two on-site service calls per year.

- All aspects of CombiCare Preventative Maintenance Level 1 plus
- Preventative maintenance service call every six months performed by Combi expert technicians
- 5% discount on parts and service
- Component lubrication and cleaning

Recommended for operations where uptime is essential, this package includes four on-site service calls per year and the cost of pre-defined maintenance parts.

- Preventative maintenance service call every three months performed by combi expert technicians
- Pre-defined maintenance parts are replaced at no charge according to Combi's recommended schedule
- All aspects of CombiCare preventative maintenance level 2



COMBICARE IS TAILORED			
	Level 1	Level 2	Level 3
Unlimited Phone Support	X	X	X
Yearly Audit Inspection & Report	X	X	X
5% Discount on Parts and Service		X	X
Two Annual Preventative Maintenance Service Calls		X	
Four Annual PM Service Calls			X
Pre-Defined Maintenance Part Kits			X
Diagnostic Reporting		X	X
Priority Support		X	X
On-Site Emergency Response			X



PLEASE NOTE:

Combi Service Investment will not exceed the quoted number of days and/or technician(s). Travel to and from the customer site is included in the quoted number of days. Combi Service Investment does NOT include uncrating, unloading, equipment positioning, or landing power/air to mains. This is to be completed prior to the Combi Service Technician on-site visit.



MAXIMIZE UPTIME, MINIMIZE DOWNTIME

COMBI IS YOUR PACKAGING AUTOMATION SERVICE PARTNER

- ▶ Industry-certified technicians
- ▶ Nationwide coverage
- ▶ Rapid response times
- ▶ Deep expertise in all major packaging technology
- ▶ Proactive support tailored to your needs



KEEP YOUR LINE RUNNING AT FULL SPEED

Whether you need help launching your new system or want peace of mind with ongoing care, Combi's service team is here to support your success every step of the way.

Call us to schedule a consultation or learn more about our service packages.

