



- Optimise equipment uptime
- Priority access to experienced engineers
- OEM replacement parts
- A choice of plans to suit your specific needs

On-site Warranty & service plans

An on-site warranty or service plan can optimise your equipment uptime, ensuring your machine is always running effectively and efficiently.

Not only could this prove to be cheaper for you over the long term when compared to individual call-outs, but by taking out a warranty or service plan you'll also receive priority access to our engineers and technical help, so any problems can be solved as quickly as possible. You'll also receive priority response times to call outs, keeping your downtime to a minimum.

Which option is right for you?

On-site Warranty

Upgrade your standard return-to-base manufacturer's warranty to a 12-month On-site Warranty, or a 24-month Extended On-site Warranty.

Preventative Maintenance

Appropriate for equipment of any age, can be purchased from point of sale onwards.

- Option A – Guaranteeing you two scheduled service visits per year
- Option B – If your equipment is used heavily in a busy environment then Option B could be the best choice for you. With an additional two service visits per year than Option A, this plan will ensure that your machine won't let you down when you need it most.

All of our engineers have extensive experience of working with packaging equipment and a comprehensive knowledge of machine repairs & servicing. They have received training on each machine from the manufacturer and are kept fully up to date on all of the current models' information, operation details, and parts.

Quality assured to future-proof your equipment

All replacement parts and components that we install are original and as specified by the equipment manufacturers. Furthermore, our specialist equipment knowledge ensures that any obsolete items are replaced with the most reliable alternative available.

Plan Benefits - On-site Warranty

- 12 and 24 months On-site Warranty options to suit your needs
- On-site help reduces your downtime, and eliminates the cost of returning your equipment to base
- Optional extended protection against breakdowns and performance issues
- Priority access to experienced engineers
- Access to technical help 5 days a week – just a phone call away

Plan Benefits - Preventative Maintenance

Our Preventative Maintenance service plans are designed to ensure that your machine is running as efficiently as possible, at all times – minimising the risk of a breakdown event.

Preventative maintenance visits help to save you time and money by identifying any potential operating or performance problems before they occur.

Regular servicing of packaging equipment and machinery can often save you money, eliminating the need to replace potentially costly parts or an entire unit, caused by machine wear-out.

Our Preventative Maintenance plans offer:

- 2 plan options dependent on your needs
- Regular, scheduled maintenance visits over the year (Option A includes 2 visits per year; Option B includes 4 visits per year)
- A full electrical safety test on your machine, where applicable
- Diagnosis, advice, and repairs on any problems with your machine
- Proactive identification and reporting of potential component replacement requirements
- A full written report on completion of the visit – identifying any additional work required

Service Plans

For more information on our choice of warranties & service plans, or to purchase yours now, call us on

01283 551050



For total peace of mind and optimum machine uptime, On-site Warranties and Preventative Maintenance Contracts can be taken out together – ensuring the highest level of protection for your machine.

Additional notes

- Standard manufacturer's warranties are 12 months minimum, and 'return-to-base' only from date of purchase, unless an on-site warranty option is purchased.
- Contracts are applicable to UK Mainland sites only.
- Engineers will require parking as close as possible to equipment site. Where parking or toll charges are incurred, these will be passed onto the customer.
- Equipment should be made accessible to the engineer as soon as possible after arriving; please ensure that any security checks are carried out swiftly.
- All PPE required by an engineer whilst on site should be made available on arrival.
- All Engineer Reports must be signed by a suitable staff member to confirm time on site, work done, and confirm that the equipment is working satisfactorily before the engineer leaves site.
- Repairs are guaranteed for 3 months.
- If any service/follow-up/repair visits are required outside of the planned 2 or 4 preventative maintenance visits, these extra visits would be charged outside of, and separately to, your contract. Such visits will be charged at the rates current at that time, along with any parts used.
- Call-outs to equipment not found to be faulty will be charged an aborted call-out rate plus travel rate.

A copy of our full terms and conditions is available on request. Call for more information on

01283 551050

On-site warranties can be purchased up to 30 days after buying your equipment, whereas preventative maintenance contracts can be taken out at any time. For any extra advice or help, call our team now on 01283 551050.

Approved supplier

What equipment is covered?

On-site Warranties & service plans cover a wide range of different machinery. The table below provides an overview of pricing for each option available.

All warranties and care plans exclude consumable parts.

	12 months	24 months	Option A (2 visits p.a.)	Option B (4 visits p.a.)
On-site Warranty	£245	£395	-	-
Preventative Maintenance contract	-	-	£395	£595

On-site Warranties and Preventative Maintenance contracts are available to purchase with selected equipment, including:

- Heavy duty heat sealers
- Semi-automatic PP strapping machines
- Automatic PP strapping machines
- Semi-auto tape machines
- Mobile pallet wrappers
- Turntable pallet wrappers
- Semi-auto shrink systems
- Carton shredders



Not sure if your machine is included? Give us a call on 01283 551050 for more information on which products are covered.

Not sure which plan is best for you?

Call us now for help & advice on

01283 551050

What are the savings?

By purchasing an On-site Warranty, your equipment will no longer be subject to the regular call-out charges that apply when an engineer is required on-site. This can lead to big savings, as outlined in the example below. Preventative Maintenance contracts guarantee regular servicing for your equipment, which can help to avoid costly breakdowns.



You purchase a 12-month On-site Warranty against your machine.



You need to make three call-outs during this 12-month period.



In this case, your On-site Warranty could have saved you at least £115!

You can purchase an **On-site Warranty** option up to 30 days after buying your equipment. **Call us now for advice, or to purchase your On-site Warranty or service plan today.**