



SUCCESS

WITH MACHINE PREVENTIVE MAINTENANCE PLANS

Prevent downtime and production delays with one of Viking Masek's
Service Audit and Preventive Maintenance Packages



Peace of mind

Relax. Our experts will visit regularly to give your equipment a thorough check-up.



Reduce downtime

With regular maintenance, you can be confident in your machine's performance.



Predictable costs

Take the guesswork out of your machine maintenance costs with a prepaid package.

Be proactive - not reactive

With periodic equipment service audits and maintenance performed by a trained expert, you can be confident in the health of your packaging machinery, enabling you to maximize uptime and profits.



SUPPORT

FROM VIKING MASEK CERTIFIED TECHNICIANS

All maintenance packages include an onsite visit by a certified Viking Masek Service Technician. Other benefits include:

	TIER 1: Basic	TIER 2: Intermediate	TIER 3: Advanced
Onsite visit frequency	Annual (1 visit) 1 - (8) hour day	Biannual (2 visits) 2 - (8) hour days	Biannual (2 visits) 3 - (8) hour days
Regular Inspection	✓	✓	✓
Wear parts list	✓	✓	✓
Phone support		30 hours	45 hours
Preventive maintenance		✓	✓
Operator efficiency training		✓	✓
Service tech audit			✓
Spare parts check-up			✓
Critical spare parts kit			✓
Maintenance technical training			✓

MAINTENANCE PACKAGE BENEFITS

INCLUDED IN ALL TIERS

Regular Inspection

- Machine visual inspection
- Detailed report of mechanical issues
- Safety Circuit check
- Observation of operators
- Recommendations for improving processes, speed and quality

Wear Parts List

- Visual inspection of wear parts for normal wear and tear (ex: belts/heaters)
- Inventory recommendations based on product and run frequency

INCLUDED IN TIERS 2 & 3 ONLY

Operator Efficiency Training

- Observation of operators running machine(s)
- Recommendations for improvements in process, speed, and quality
- Training on efficient methods

Phone Support

- Free with select plans - 30 or 45 hour yearly allotment
- Use of customer's preferred platform (Facetime/Skype/Phone)

Preventive Maintenance

- 6-Month PM program
- Machine tune-up
- Replacement of worn parts (if on hand through customer inventory)
- Maintenance schedule follow-up and recommendations
- HMI Review

INCLUDED IN TIER 3 ONLY

Maintenance Technical Training

- In-depth maintenance training on mechanical machine components
- In-depth maintenance training on electrical machine components
- Training on maintenance and troubleshooting to keep machine running efficiently

Service Tech Audit

- Detailed inspection of all machine mechanical components
- Checklist of worn and broken parts
- Report of replacement needs

Spare Parts Check-up

- Inventory of customer's spare parts (ex: encoder/printer)
- Recommendations of parts needed on-hand based on production needs

Critical Spare Parts Kit

- Inventory of critical spare parts (ex: motor)
- Recommendations of parts needed on-hand based on production needs