



## MATERIAL TRANSFER



# The Highest Standards of Excellence in Service

Material Transfer's commitment to you extends long after your products ship.

### New Comprehensive Services Available

Make Material Transfer's expertise part of your team with our expert training and highest standards of excellence in service. Contact us at **269-673-2125** or [service@materialtransfer.com](mailto:service@materialtransfer.com) to learn more about how partnering with us will give you the confidence to know that all your equipment needs are handled.

#### Service Contracts

Year-long service contracts are available in two offerings: Preventive Service and Reactive Service. All customers will receive a 10 percent spare parts discount upon signing a contract for either service.

**Preventive Service:** Routine maintenance, as recommended by Material Transfer and its suppliers, is custom-tailored to fit your production needs and schedule.

- All services performed by Material Transfer and its agents comply with authorized maintenance procedures.
- Appointments and billing are prescheduled to minimize production interference, downtime and paperwork.
- Flexible appointment dates are designed to fit your needs.

**Reactive Service:** Material Transfer responds quickly to customers' unplanned downtime to ensure plants stay up and running. This can also include training, warranty parts installation, diagnostics and system evaluations.

- Advance appointments for training and equipment evaluations are recommended.
- Material Transfer responds to customer calls immediately by phone, remote log-in, or with on-site assistance.
- Weekend and holiday services are available.



#### Operator Training

Material Transfer offers customers operator training to arm them with the knowledge and resources to safely and efficiently run and maintain their equipment.



#### Equipment Evaluations

Material Transfer strives to proactively keep its customers' plants up and running by offering customized equipment evaluations and preventive maintenance taking place on a semi-annual or annual basis.



#### Remote Equipment Monitoring

Material Transfer's state-of-the art remote equipment monitoring can eliminate the need for on-site service by providing us with the ability to monitor your equipment health, operation and faults without needing to be on-site.

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**MaterialTransfer.com**

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