



Service Audit and Preventive Maintenance

When it comes to the health of your machinery, be proactive – not reactive. Our service plans were designed by experts to reduce unscheduled downtime and give you peace of mind with convenient access and predictability of maintenance costs.

Benefits to you:

- Predictable maintenance costs
- Reduce unexpected downtime
- Peace of mind
- Maximize line efficiency
- Optimize machine performance

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

Preventive maintenance activities are conducted at scheduled intervals according to the specific needs of your equipment, products, and production cycles. Performed by certified Viking Masek technicians, these services ensure maximum line efficiency and optimal machine performance.



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All maintenance packages include an onsite visit by a certified Viking Masek Service Technician who will perform a complete machine inspection and provide a wear parts list. Other maintenance packages can include:

- Phone, and Skype/Facetime support
- Operator training
- Critical spare parts kits
- Complete machine audit
- Preventive maintenance check
- Detailed reports with expert recommendations and action items



	Tier 1: Basic	Tier 2: Intermediate	Tier 3: Advanced
Onsite visit frequency	Annual (1 visit)	Biannual (2 visits)	Biannual (2 visits)
Regular Inspection	YES	YES	YES
Preventive Maintenance check	NO	YES	YES
Service Technician Audit	NO	NO	YES
Wear Parts list	YES	YES	YES
Spare Parts checkup	NO	NO	YES
Critical Spare parts kit	NO	NO	YES
Operator Training	NO	YES	YES
Phone Support (annual hours)	NO	YES (20 hours)	YES (30 hours)
Skype Support / Face Time (annual hours)	NO	YES (10 hours)	YES (15 hours)

